



13 STEPS TO
Mastering the Basics

Version 3.00 | Novtel Copyright 2014

PROPERTY
MANAGEMENT

Table of Contents

Part I Introduction	3
Part II Downloading and Installing	4
1 The Novtel Fictional List (Suppliers/ Tenants).....	9
Part III Step 1 - Setup Company	18
Part IV Step 2 - Creating and Editing Categories	23
Part V Step 3 - Setup Charges	25
Part VI Step 4 - Creating Suppliers / Landlords	29
Part VII Step 5 - Creating and Editing Properties	33
Part VIII Step 6 - Creating Tenants/Occupants	39
Part IX Step 7 - Creating Contracts and Deposits	41
Part X Step 8 - Communal Properties - Shared Accommodation	49
Part XI Step 9 - Rollover Procedure	52
Part XII Step 10 - Working with Documents	60
Part XIII Step 11 - How to Receive Payments	65
Part XIV Step 12 - Maintenance	71
Part XV Step 13 - Reports	81

1 Introduction

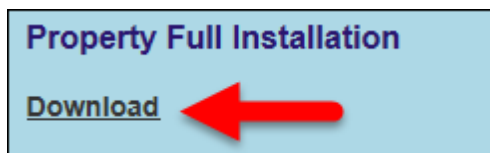
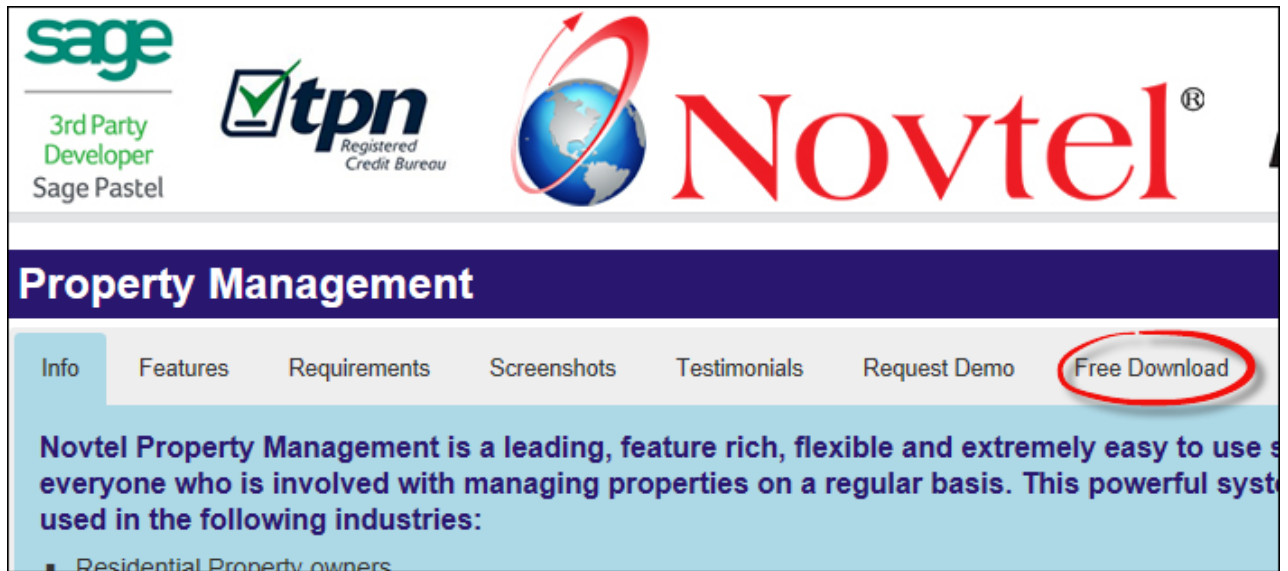
Novtel Property Management is a leading, feature rich, flexible and extremely easy to use software solution for everyone who is involved with managing properties on a regular basis. This powerful system is currently being used in the following industries:

- Residential Property owners
 - Commercial Property owners
 - Industrial Property owners
 - Account Management of Small to medium Municipalities
 - Municipalities with rental properties
 - Social housing companies
 - Rental management Agents
 - Golf Estates with rental property pools
 - Body Corporate managers
 - Body Corporate management agents
 - Fractional ownership management agents
 - Estate agents with rental divisions
 - Self catering Holiday resorts
 - Caravan Parks
-
- Novtel Property Management systems are able to manage long-term monthly rentals as well as short-term holiday day-to-day rentals
 - The real power of Novtel Property Management is the fact that it seamlessly integrates with Pastel Partner / Xpress
 - Novtel Property Management is equipped with remote and direct link from levy account or rental contract to the Novtel access control system of the facility on-site. Access control at Body Corporate and facilities are managed by the Novtel system, not the security guard

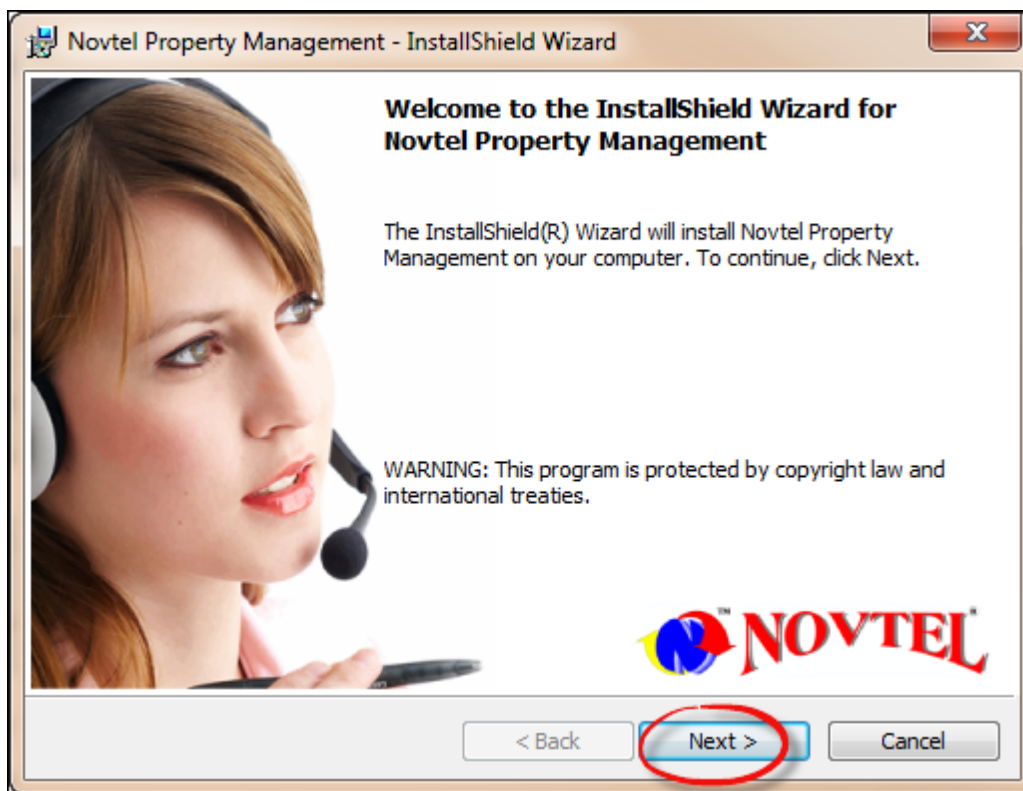
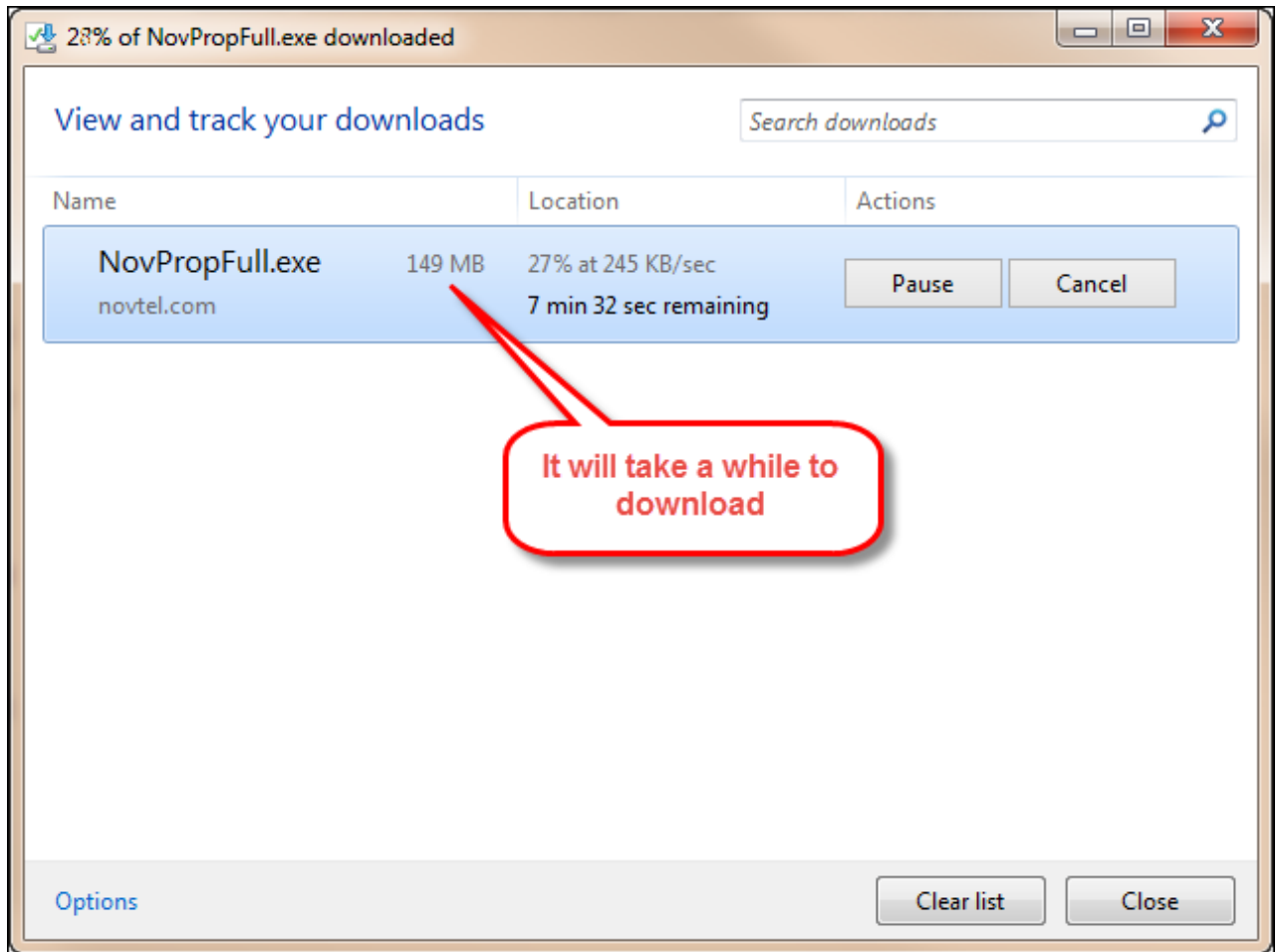
In order to print you documents in PDF format, you need to install Bullzip PDF Printer

- Open your Internet Browser
- Search for "Bullzip PDF Printer", and download the free version

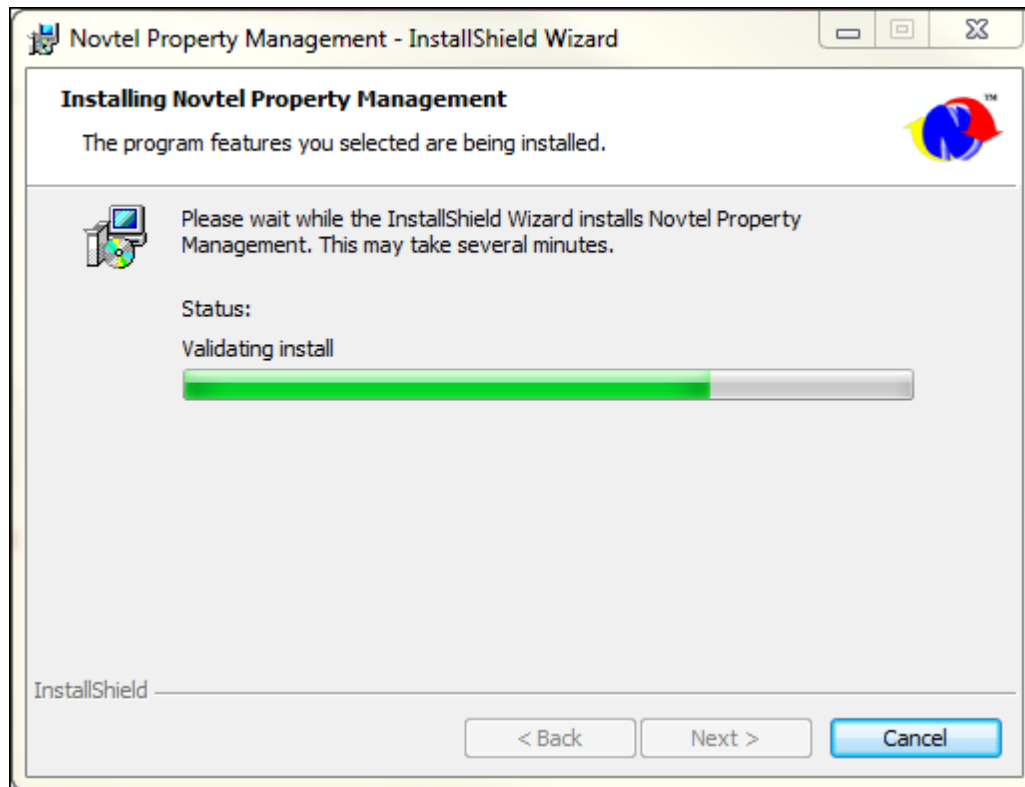
2 Downloading and Installing



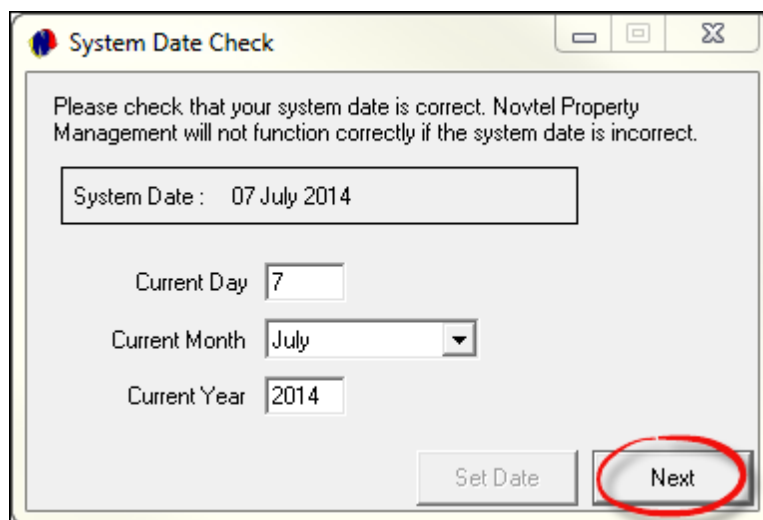
- Click on "Run" when prompted to do so



- Click on "I accept the terms in the license agreement", "Next" and "Next" again. The program will now be installed



- Click "**Finish**" when the installation is completed
- Now click on the "**Property Management**" icon created on the desktop
- Check the date and click "**Next**"



- Enter all details in the "Free Lite Registration Renewal" screen as indicated
- Be sure to enter the correct details, since an activation code will be sent via e-mail in order to activate the software on your computer

Free Lite Registration Renewal

Novtel Property Management Lite

Please complete the following form to register your product:

First Name

Surname

Company

Email

Cellphone

A SMS activation will be sent to this number, awarding you with 3 FREE support credits!

Comments

Limits

Properties	20
Bookings	Unlimited
POS Transactions	2000
Works Orders	Unlimited

Rate Our Product

Help us keep the Lite Version free by making a donation:

Donate

Registrations Skipped: 0 (maximum 10)

Upgrade

Register Later

Register

Free Lite Registration Renewal

**Thank You For Registering
Novtel Property Management**

In order to ensure your email is valid, an activation code has been emailed to:
louise.jvv@novtel.com

If you have trouble locating the email, please check your spam folder or click the button below to send the activation email again:

[Resend email](#)

Once you have received your activation code, enter it into the area below and click Activate.

Activation Code:

Enter the code received via email

Registrations/Activations skipped: 0 (maximum 10)

[Activate Later](#) [Activate](#)

2.1 The Novtel Fictional List (Suppliers/ Tenants)

For demonstration purposes, we have compiled a list of fictitious properties:

Address: 17 Mountain Rd, Constantia, 8888

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 123

Address: 40 Seafront Drive, Green Stone Golf Estate, Bellville, 9000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R7000.00 per month

Erf Number: 321

Address: 43 Park Street, Bellville, 9000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 322

Address: 32 Mimosa Avenue, Newlands, 8000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4500.00 per month

Erf Number: 456

Address: 11 Samson Street, Newlands, 8000

Ownership: Owned

Rental Type: Residential

Contract Type: Long Term, R4560.00 per month

Erf Number: 654

Address: Shop 47, Maritz Building, Voortrekker Road, Cape Town, 7000

Ownership: Owned

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 789

Address: 44 Grey Street, Shop 7, Commercial Park, Constantia, 8888

Ownership: Owner

Rental Type: Commercial

Contract Type: Long Term, R4500.00 per month

Erf Number: 987

Address: Shop 22, Marula Street, Constantia, 8888

Ownership: Owned

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 147

Address: Carr Place, Shop 7, Queen Road, Bellville, 6000

Ownership: Owner

Rental Type: Commercial

Contract Type: Long Term, R6000.00 per month

Erf Number: 741

Address: 55 Sunset Crescent, Unit 3; Unit 4, Industrial Park, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R7000.00 per month each

Erf Number: 258

Address: Warehouse 4 and 6, Harry Circle, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R8000.00 per month each

Erf Number: 963

Address: Fairview Street, Building 2, The Hope Industrial Park, Cape Town, 7000

Ownership: Owned

Rental Type: Industrial

Contract Type: Long Term, R6000.00 per month

Erf Number: 159

Address: 608 Beacon Island Holiday Flats, Newlands Drive, Newlands, 8000

Ownership: Owned

Rental Type: Holiday

Contract Type: Short Term, R456.00 per day

Erf Number: 124

Communal Property - Shared Accommodation

7 Watson Street Room 1 - 4

Ownership: Managed

Rental Type: Communal, R1000 per month plus charges

Erf Number: 7896

This is the list of fictitious Suppliers used in the Demo Data:

LANDLORDS

Supplier / Landlord: Mr Vernon Black

Address: 789 Rodeo Drive, Claremont, 8888

Cell no: 077 123 456 789

Email: vblack@hotmail.com

Properties for Rent:

- 17 Mountain Rd Constantia
- Shop 47 Maritz Building

Supplier / Landlord: Mr Ken Marshall

Address: 36 Denver Street, Cape Town, 8888

Cell no: 071 123 456 789

Email: kenmar@telkomsa.net

Properties for Rent:

- 608 Beacon Island Holiday Flats

Supplier / Landlord: Mr James Malan

Address: 24 Scholtz Street, Claremont, 8888

Cell no: 077 123 456 789

Email: jamesmalan@gmail.com

Properties for Rent:

- 55 Sunset Cres, Unit 3, Industrial Park
- 55 Sunset Cres, Unit 4, Industrial Park

Supplier / Landlord: Mr Luke Upton

Address: 14 Peanut Rd, Newlands, 8888

Cell no: 077 123 456 789

Email: lupton@gmail.com

Properties for Rent:

- 40 Seafront Drive, Green Stone Golf Estate

Supplier / Landlord: Mr Douglas Franklin

Address: 25 Hope Street, Cape Town

Cell no: 082 123 456 789

Email: dougfranklin@hotmail.com

Properties for Rent:

- 44 Grey Street, Shop 7 Commercial Park
- Fairview Street, Building 2, The Hope Industrial Complex

Supplier / Landlord: Mr Jake Rademan

Address: 10 Fletcher Street, Newlands, 8888

Cell no: 083 123 456 789

Email: jake@gmail.com

Properties for Rent:

- 43 Park Street, Bellville
- 32 Mimosa Ave, Newlands

Supplier / Landlord: Mr Werner Espin

Address: 4 Mitchell Street, Bellville, 0000

Cell no: 078 123 456 789

Email: werner.e@telkomsa.net

Properties for Rent:

7 Watson Street Rooms 1 - 4

Supplier / Landlord: Novtel Property

Address: Unit 30, Diaz Office Park, Diaz Boulevard West, Mossel Bay

Cell no: 0861 66 88 35

Email: info@novtel.com

Properties for Rent:

- Shop 22, Marula Street, Constantia
- Warehouse 4, Harry Circle
- 11 Samson Street, Newlands

Supplier / Landlord: Mr Stan Carr

Address: 25 Fraser Road, Bellville

Cell no: 086 123 456 789

Email: scarr@telkomsa.net

Property for Rent:

- Carr Place, Shop 7, Queen Road

Supplier / Landlord: Mr Robert Lang

Address: 9 Panorama, Newlands, 8888

Cell no: 088 123 456 789

Email: robertlang@gmail.com

Property for Rent:

- Warehouse 6, Harry Circle

SERVICE PROVIDERS

Supplier / Service Provider: Fred's Electrical

Service: Electrical

Address: 25 Fourth Street, Bellville, 2222

Cell no: 083 123 456 789

Email: fred@electrical.co.za

Supplier / Service Provider: Garden Services

Service: Garden

Address: 25 Seventh Street, Bellville, 2222

Cell no: 0812 123 456 789

Email: garden@services.co.za

Supplier / Service Provider: Pete's Plumbing

Service: Plumbing

Address: 14 January Street, Durbanville, 2222

Cell no: 082 123456789

Email: pete@plumbing.co.za

Supplier / Service Provider: Anton's Painters

Service: Painting and Maintenance

Address: 55 Lakeview Street, Panorama, 5555

Cell no: 082 123 456 789

Email: anton@maintenance.co.za

This is the list of fictitious Tenants / Occupant used in the Demo Data:

Tenant: Shawn Andrews

Postal Address: PO Box 000, Constantia, 8888

Cell No: 061 123 456 789

Email: shawna@gmail.com

Rental Property: 17 Mountain Rd, Constantia

Tenant: Bargain Clothing

Contact Person: George Martins

Postal Address: PO Box 000, Cape Town, 8888

Cell No: 061 123 456 789

Email: bargainclothing@capetown.co.za

Rental Property: Shop 47, Maritz Building

Tenant: Erica Erasmus

Postal Address: 5 Salmon Street, Pretoria, 8888

Cell No: 012 123 456 789

Email: janelouw@hotmail.com

Rental Property: Holiday Rental - 608 Beacon Island Holiday Flats

Tenant: Uniforms Manufacturers

Contact Person: Frank Rowlands

Postal Address: PO Box 100, Cape Town, 8000

Cell No: 021 123 456 789

Email: uniforms@manufacturers.co.za

Rental Property: 55 Sunset Crescent, Unit 3, Industrial Park

Tenant: Taylor Engineering

Contact Person: Stuart Taylor

Postal Address: PO Box 000, Cape Town, 8888

Cell No: 021 123 456 789

Email: stuart@tayloreng.co.za

Rental Property: 55 Sunset Crescent, Unit 4, Industrial Park

Tenant: Jeff Viljoen

Postal Address: PO Box 300, Bellville, 8888

Cell No: 081 123 456 789

Email: jeffv@gmail.com

Rental Property: 40 Seafront Drive, Green Stone Golf Estate

Tenant: David Fourie

Postal Address: 14 Laing Street, Plettenberg Bay, 4400

Cell No: 081 123 456 789

Email: davidf@gmail.com

Tenant: Constantia Art And Craft Suppliers

Contact Person: John Wilson

Postal Address: PO Box 000, Constantia, 8888

Cell No: 081 123 456 789

Email: johnwilson@art.co.za

Rental Property: 44 Grey Street, Shop 7

Tenant: Dave Snell

Postal Address: PO Box 500, Bellville, 8888

Cell No: 081 123 456 789

Email: ds@hotmail.com

Rental Property: 43 Park Street, Bellville

Tenant: JJ Du Randt

Postal Address: PO Box 000, Tygervally, 0000

Cell No: 081 123 456 789

Email: jjdr@gmail.com

Rental Property: 32 Mimosa Ave, Newlands

Tenant: Jane's Pharmacy
 Contact Person: Jane Havenga
 Postal Address: PO Box 888, Constantia, 8888
 Cell No: 021 123 456 789
 Email: jane@medicine.co.za
 Rental Property: Shop 7, Carr Place, Bellville

Tenant: Steve Button
 Postal Address: PO Box 000, Newlands, 1234
 Cell No: 073 123 456 789
 Email: steveb@gmail.com
 Rental Property: 11 Samson Street, Newlands

Tenant: Concrete Creations
 Contact Person: Ruben Towers
 Postal Address: PO Box 200, Cape Town, 8000
 Cell No: 083 123 456 789
 Email: concrete@creations.co.za
 Rental Property: Warehouse 6, Harry Circle

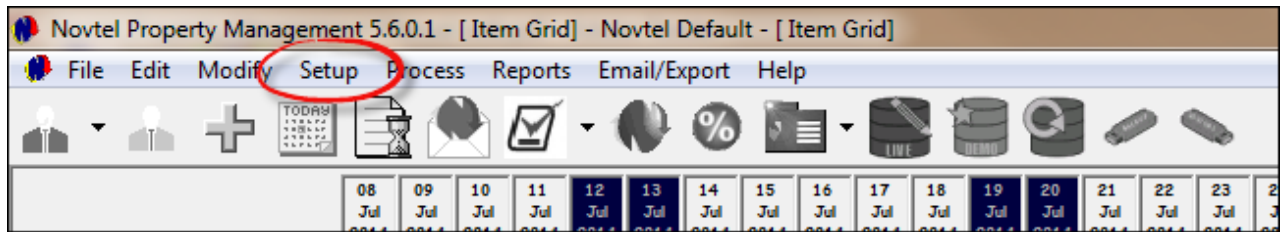
Tenant: Duvet and Pillow Manufacturers
 Contact Person: William Fisher
 Postal Address: PO Box 700, Cape Town, 8888
 Cell No: 081 123 456 789
 Email: willem@dpm.co.za
 Rental Property: Shop 22, Marula Street, Constantia

Tenants for Communal Property - Shared Accommodation:

Kevin Abbot, PO Box 2222, Bellville, 081 123456789, kevin@gmail.co.za - Room 1 - WATS0001
 Danie Ackerman, PO Box 8888, Bellville, 081 123 456 789, acker@gmail.com - Room 2 - WATS0002
 Ruan Atkins, PO Box 3333, Bellville, 081 456789 1236, ruanat@gmail.co.za - Room 3 - WATS0003
 Ruben Bartlett, PO Box 4444, Bellville, 061 123 456 789, rubart@hotmail.co.za - Room 4 - WATS0004

3 Step 1 - Setup Company

On the top menu, click "**Setup**", and enter the details in the tabs as shown below:



Company details

Enter all the details correctly, since it will be reflected on all correspondence. The company e-mail address refers to the e-mail address where you want Novtel to send all correspondence, and the e-mail address of the computer refers to the address of the specific computer if it's on a network. We will send the monthly authorization codes to each of the computers, unless you decide that it must be sent to a specific email address

Company Setup

POS Images Banking Detail Receipting

Company Details General Financial Preferences

Name : Novtel Property Demo

Tel : 0861 66 88 35

Fax : 0861 66 88 35

Cell :

Company Email : Info@novtel.com

Address : Office Park
Unit Number 30
Diazboulevard West
Mossel Bay
6500

Email Address : admin@novtel.com
(for this computer)

Computer Location : Admin

V5.6.0.5 Accept Cancel

General

- This is where you set your default settings of the Novtel program. If you want to prevent a customer of having more than one account, you may set the refreshment interval to suit your needs. This will prevent two employees adding the same tenant or property to the system at the same time
- The number of rows allow you to change the number of properties you want to see on the main grid, and the number of columns represent the number of days you want to see in advance
- You also need to activate certain features in the system such as:
 - All properties to be managed at once by Novtel
 - Monthly billing
 - Access control system - if applicable
 - Allow for Agent Commission - if applicable
 - You also need to set your overlapping periods and grace periods

The screenshot shows the 'Company Setup' dialog box with the 'General' tab selected. The 'General' tab is circled in red. The dialog box has a title bar with a close button (X). The main content area contains several settings:

- This Database Manages:** A dropdown menu showing '1. Novtel Default (All In One)' with a red star icon.
- Automatic Refresh Interval:** A text input field with '60' and the unit 'Seconds'. A red star icon is next to it.
- Number of rows on Grid:** A text input field with '18' and a red star icon.
- Number of columns on Grid:** A text input field with '40' and a red star icon.
- Activate Monthly Billing:** Radio buttons for 'Yes' (selected) and 'No'.
- Activate Access Control:** Radio buttons for 'Yes' and 'No' (selected).
- Activate Recurring Maintenance:** Radio buttons for 'Yes' and 'No' (selected).
- Force Agent Commission:** Radio buttons for 'Yes' and 'No' (selected).
- Fixed Landlord Levy:** Radio buttons for 'Yes' and 'No' (selected).
- Allow reservations to overlap by:** A text input field with '1' and the unit 'days'.
- Allow Grace Period of:** A text input field with '0' and the unit 'hours'.
- Unique Rate Desc:** A checkbox.

At the bottom of the dialog box are 'Accept' and 'Cancel' buttons.

Financial

- Set the percentage VAT on your transactions, as well as your Tax Number if applicable. If you manage short term rentals such as holiday rentals, you can select the **"Allow Season"** option

Company Setup

Financial

☐ Remove Remarks from exported Pastel Documents

VAT / GST / Sales Tax

Use Tax ☒ Yes Tax Percentage

☐ No

Tax Number

☒ Allow Seasons ☐ Use detailed open item system

Debit Order / Electronic Payment

☒ Use Electronic Payment

☒ Standard Bank

☐ ABSA

☐ Nedbank

☐ First National Bank

Company Code:

Update Supplier Invoices

Next Invoice Number

Invoice Date Method

Update Tenant Invoices

Next Invoice Number

Invoice Date Method

Accept Cancel

- To setup Seasons, click **"Setup"** on the top menu, and then on **"Seasons"**

Season Setup

Description	Start Date	End Date
Mid Season	2014/02/01	2014/03/14
High Season	2014/03/15	2014/04/30
Low Season	2014/05/01	2014/08/31
Mid Season	2014/09/01	2014/11/30
High Season	2014/12/01	2015/01/31

Enter the description for the season here

Description

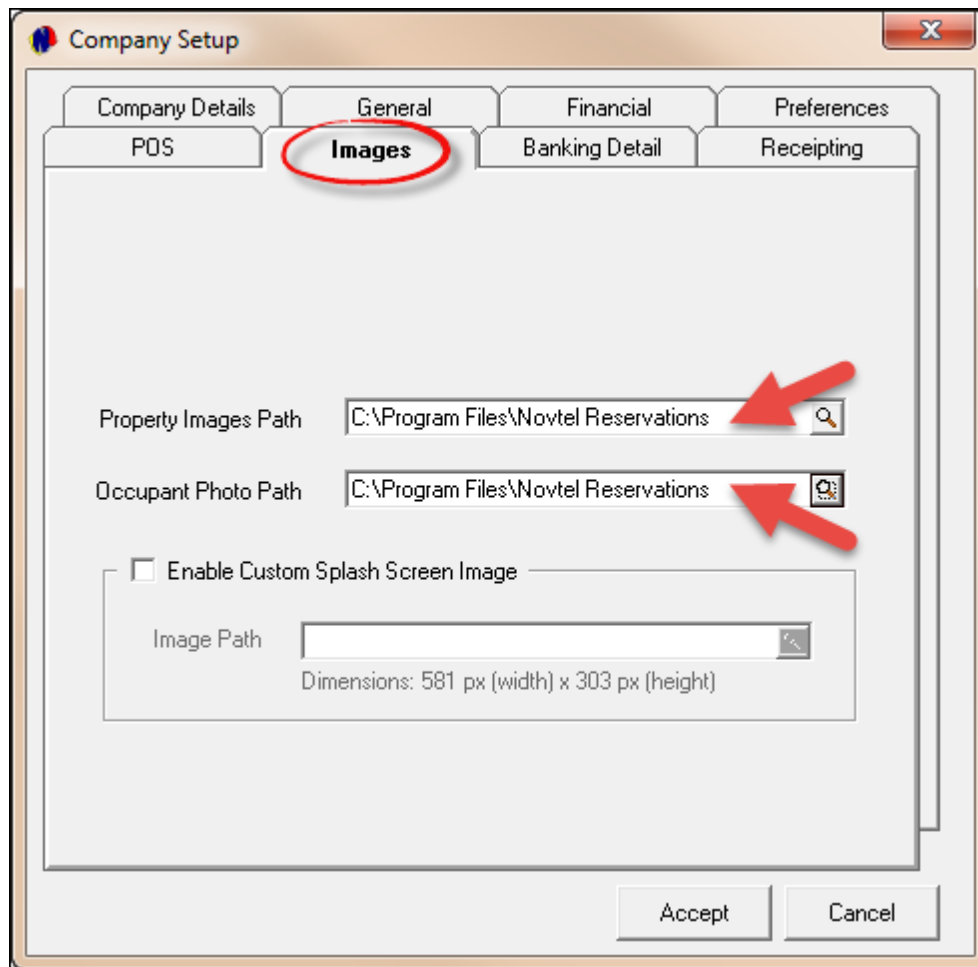
Start

End

1 New Season Edit Season Delete Season 5 Apply Close

Images

- To be able to save images of your properties, you need to set the path where you want the images to be saved. The path will always be C:/Program Files/ Novtel Reservations

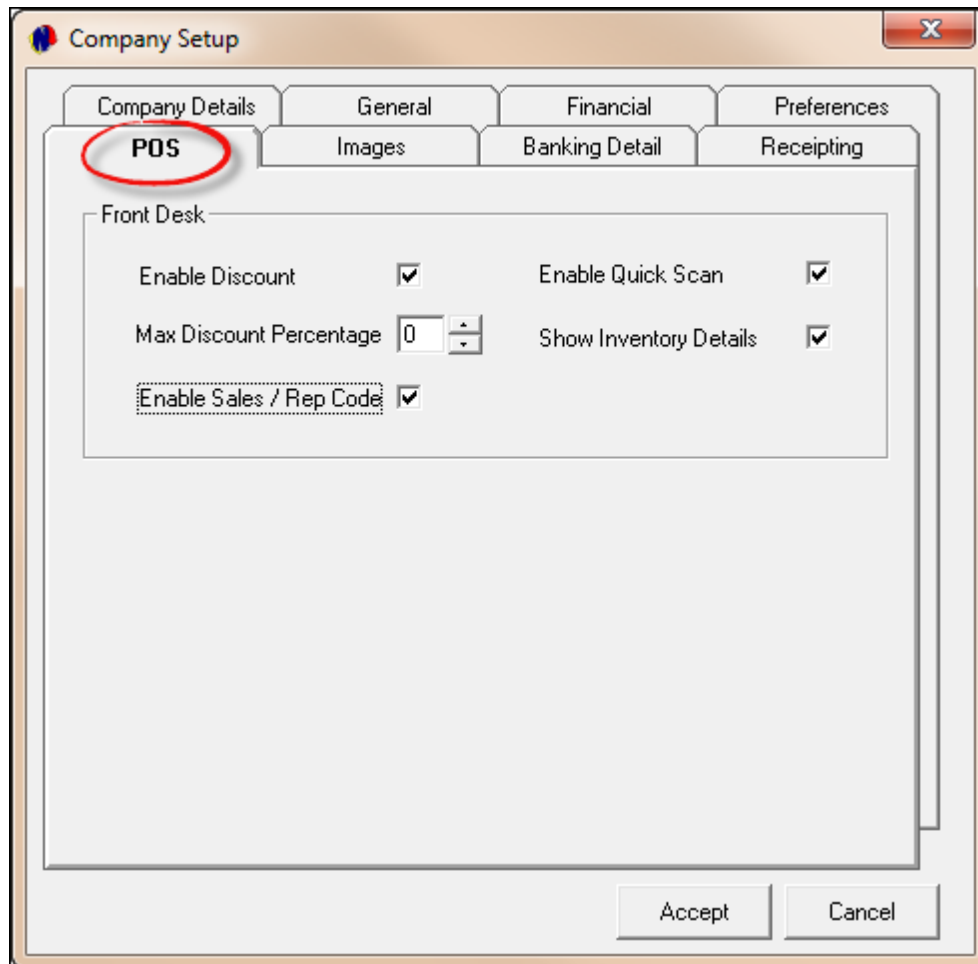


Access Control

- The feature is used if you have a security complex to manage, with an installed security system which includes a boom gate at the entrance. If the tenant has not paid his/her account the system will deny access to the complex. (This is not part of this tutorial, since it is highly specialized hardware and software)

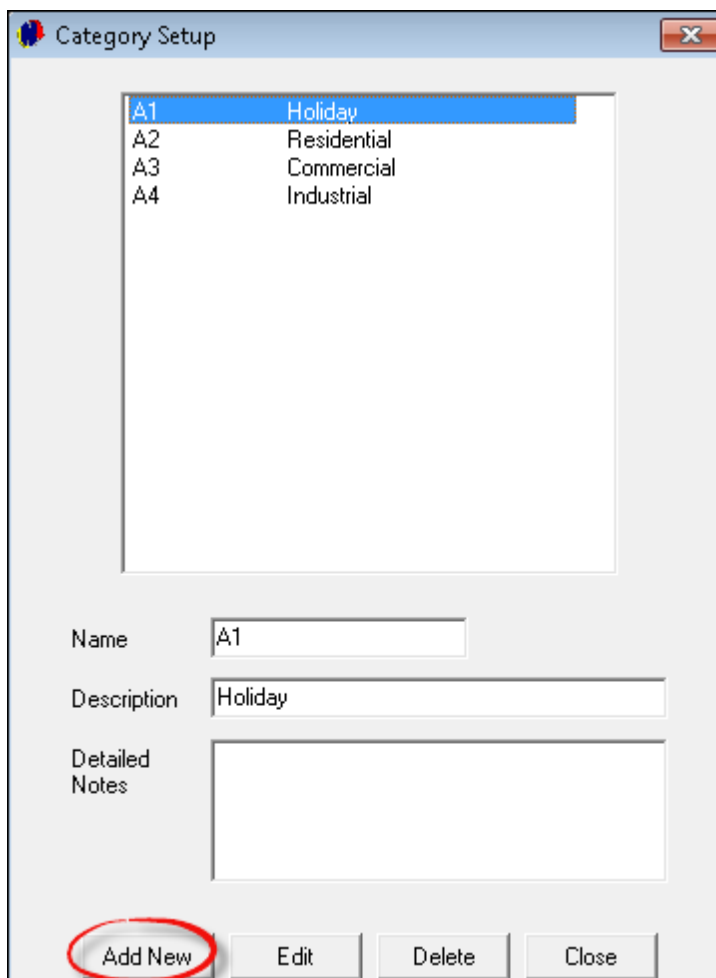
POS

- POS means "**P**oint of **S**ale" and is part of Novtel Property Management Software
- "**E**nable **Q**uick **S**can" if you are using a bar code scanner at your reception. Also, if you wish to allow the receptionist to apply discount to charges, tick "**E**nable **D**iscount" and enter the maximum percentage



4 Step 2 - Creating and Editing Categories

- On the top menu, click "**Edit**", "**Categories**" and "**Add New**"
- Before attempting to enter the "**Categories**" into Novtel, it is important to first plan it properly. You might want to create codes and descriptions that will make sense to you. For example:
 - A1 - Holiday
 - A2 - Residential
 - A3 - Commercial
 - A4 - Industrial



The screenshot shows a window titled "Category Setup" with a close button (X) in the top right corner. Inside the window, there is a list box containing four items: A1 Holiday, A2 Residential, A3 Commercial, and A4 Industrial. Below the list box, there are three input fields: "Name" with the value "A1", "Description" with the value "Holiday", and "Detailed Notes" which is empty. At the bottom of the window, there are four buttons: "Add New", "Edit", "Delete", and "Close". The "Add New" button is circled in red.

Code	Description
A1	Holiday
A2	Residential
A3	Commercial
A4	Industrial

Name:

Description:

Detailed Notes:

Add Category

Name: A4 ☐ Sub-Rental Category

Description: Industrial

Detailed Notes:

Customer Rental Amount (Incl): 0.00

Supplier Rental Amount (Incl): 0.00

Market-Related Tariff Per m²: 0.00

Subsidized Tariff Per m²: 0.00

Accept Cancel

- In order to edit your categories, click **"Edit"** on the top menu, then **"Categories"**
- Click on the **"Category"** to be changed, and select **"Edit"**
- Make the changes, and click on **"Accept"** to save it

5 Step 3 - Setup Charges

- There are various charges associated with the business of Property Management. These charges can be described as items that are billed - either to the **owner, office or tenant** of the property. Plan the codes and descriptions before creating them in Novtel. Examples include:
 - Damages
 - Water
 - Electricity
 - Cleaning before and after Occupancy
 - Admin
 - Contract Fee
 - DSTV
- On the top menu, click on "**Setup**" and "**Charges**"

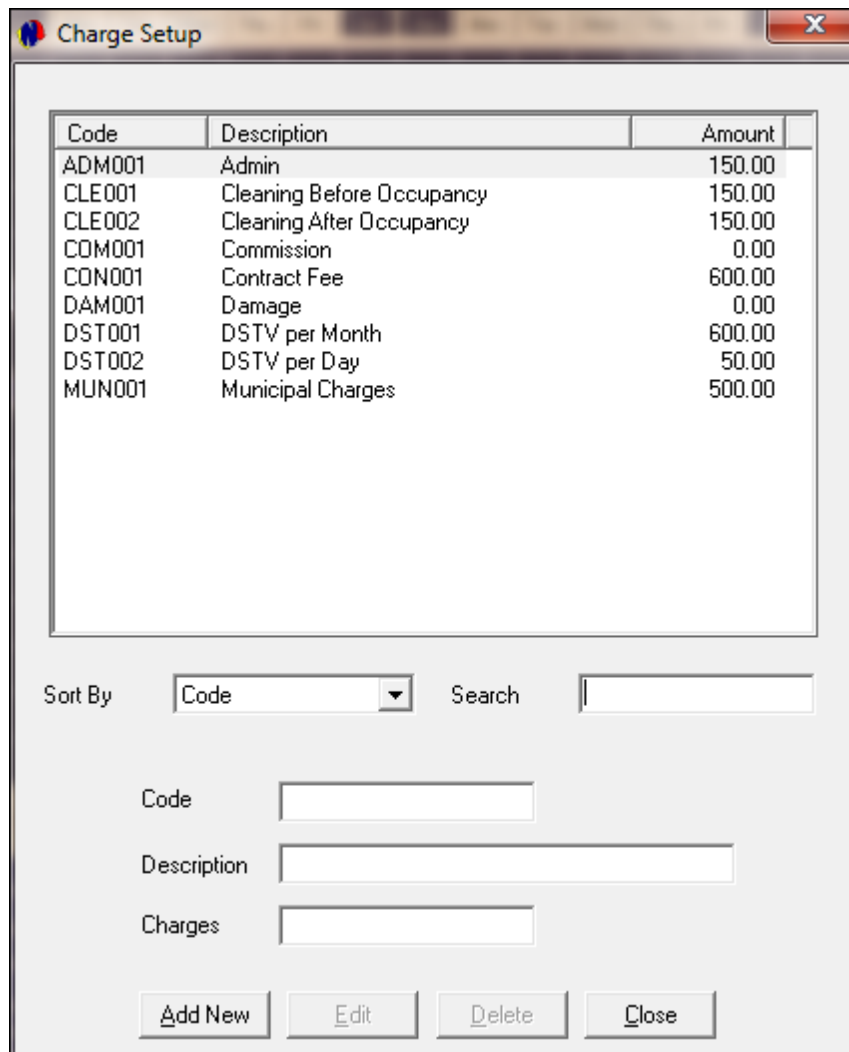
The screenshot shows the 'Charge Setup' window. It contains a table with the following headers: Code, Description, and Amount. Below the table, there is a 'Sort By' dropdown menu set to 'Code' and a 'Search' text box. Underneath these are three input fields labeled 'Code', 'Description', and 'Charges'. At the bottom of the window, there are four buttons: 'Add New' (which is circled in red), 'Edit', 'Delete', and 'Close'.

- Click on "**Add New**", and enter the Code and Description for the Rate
- Tick the check-box to "**Create the Item in Pastel**"

- If you don't want the amount of a charge to be displayed on the tenant's account in a separate line, un-tick the **"Display on Invoice"** tick box. The amount will automatically be added to the rental amount
- If the charges are not VAT applicable, remove the tick in the **"Allow Tax"** tick box
- In the **"Properties"** Tab you can select one or more of the options presented to you - according to your needs

- In the **"Reporting"** Tab, you can select the group to which this **"Charge"** will report in Pastel
- **"Accept"** to save

- Select whether it is a **"Physical Item"** or a **"Service Item"**



Code	Description	Amount
ADM001	Admin	150.00
CLE001	Cleaning Before Occupancy	150.00
CLE002	Cleaning After Occupancy	150.00
COM001	Commission	0.00
CON001	Contract Fee	600.00
DAM001	Damage	0.00
DST001	DSTV per Month	600.00
DST002	DSTV per Day	50.00
MUN001	Municipal Charges	500.00

Sort By: Search:

Code:

Description:

Charges:

6 Step 4 - Creating Suppliers / Landlords

- In Novtel Property Management, "**Suppliers**" refers to any person or business that offers a service to your business in exchange for money. "**Suppliers**" can also refer to "**Landlords**" or "**Property Owners**"

There are three different types of suppliers - For example:

1. Plumbing and Electrical companies are supplying a service
2. "**Landlords**" are suppliers of properties
3. Your own company as a Property Managing entity, will be paid by the "**Landlord**" for rendering a service

In order to manage all "**Suppliers**" effectively, you need to create "**Supplier Categories**" and "**Supplier Services**"

- On the top menu, click on "**Edit**"

Supplier Categories

- Click on "**Add**" to create a new "**Category**"

Code	Description
01	Plumbing
02	Electrical
03	Interior
04	Exterior
05	Landlord

- Enter the code and the "**Category**" name, and click on "**Save**"
- Repeat the process until all your "**Categories**" have been created, and click "**Close**" when it is done

Supplier Categories

Code: 07

Name: Gardening

Add (circled in red)

Edit

Delete

Code	Description
01	Plumbing
02	Electrical
03	Interior
04	Exterior
05	Landlord
07	Gardening

Close

Supplier Services

- On the top menu, click **"Edit - Supplier Services"**
- Select **"Add"** to enter new **"Services"**
- Repeat the process until all your **"Services"** have been created, and click **"Close"** when you are done

Supplier Services

Code: SER009 (1)

Name: Replaced Broken Window (2)

3 Save (circled in red)

Cancel

Code	Description
SER001	Fixed Light
SER002	Replaced Geyser
SER003	Replaced Lock
SER004	Fixed Door Hinges
SER005	Fixed Swimming Pool Pump
SER006	Replaced Tap
SER007	Fixed Gate
SER008	Painted Roof

Close

- In the future, when you need to create more **"Categories"** and **"Services"**, simply **"Add"** to the lists

Creating Suppliers / Landlords

- Finally, we can now insert all the "**Suppliers**" into the Novtel Property Management system. We will use the list of fictional "**Landlords/Suppliers**" supplied in the beginning of this user manual
- Click on "**Edit**" and then "**Suppliers**" on the top menu

The screenshot shows a software window titled "Supplier List". It contains a table with the following headers: "Number", "Description", "Telephone", and "Fax". To the right of the table are three buttons: "Refresh", "Add New", and "Edit". The "Add New" button is highlighted with a red circle and a red "1" next to it. At the bottom of the window, there is a search section with a "Search" label, two radio buttons labeled "Number" and "Description", a text input field, and a "Cancel" button.

- In the "**General**" Tab, the information to be entered will consist of the code allocated to the "**Supplier/Landlord**"

- The "Type" will either be "Landlord" or "Service Provider", depending on the type of "Supplier". In this case it is a "Landlord"

Suppliers

Account Code: BLA001 Type: Landlord / Proprietor

Description: Black, Vernon

General | Delivery Addresses | User Defined Fields | Pastel Interface | Bank Details

Postal Address: 789 Rodeo Drive
Constantia
8989

Telephone No: 021 123 456 789
Fax No: 021 123 456 789
Mobile Phone: 082 123 456 789
Email Address: vblack@hotmail.com

Supplier Category: 05 - Landlord Service: Add To List...

Save Cancel

- And in this case, it is a "Service Provider"

Suppliers

Account Code: PET001 Type: Service Provider

Description: Pete's Plumbing

General | Delivery Addresses | User Defined Fields | Pastel Interface | Bank Details

Postal Address: PO Box 999
Bellville
8989

Telephone No: 021 123 456 789
Fax No: 021 123 456 789
Mobile Phone: 082 123 456 789
Email Address: Pete@plumbing.co.za

Supplier Category: 01 - Plumbing Service: Add To List...

Save Cancel

- Note that there are other tabs to be completed, namely:
 - Delivery Addresses
 - User Defined Fields
 - Pastel Interface (Novtel's Free Version Property Management can interface with Pastel, but can only be used on a local PC, and not on a network. To be able to work on a network, you will need the Full Version)
 - Bank Details (In this tab there are fields that requires mandatory completion)

7 Step 5 - Creating and Editing Properties

Creating Properties

- We are now ready to enter the properties from the "**Novtel List**", and an 8 digit Alphanumeric code will be created for each property
- Click "**Edit**" on the top menu, and then on "**Property**" and "**Add New**"
- In the "**General**" Tab, enter all available details
- If the property is "**Sub-Rented**", meaning that an agency is handling the rental, tick the check-box provided
- This is an example a property created as a "**House**"

The screenshot shows the 'Add New Property' window. The 'Code' field contains 'MOUNT017' and the 'Description' field contains 'Mountain Road 17'. The 'Rental Property' radio button is selected. The 'General' tab is active, showing fields for Branch (Cape Town - South Africa), Category (R2 - Residential Rental), Type (House), Floorspace (0.00 m²), Maintenance Image (Outside + Inside), Area (03 - Constantia), ERF Number, Inspection Interval (60 Days), and Communal Type (None [N]). The 'Show On Grid', 'Sub Rented Item', and 'Monthly Billed Item' checkboxes are checked. A red callout box points to the 'Area' field with the text: 'Areas can be created by clicking "Setup" on the top menu, and then "Areas"'. Red arrows point to the 'Code', 'Description', 'Rental Property', 'General' tab, 'Type', 'Area', and 'Inspection Interval' fields.

- In the "**Details**" tab, typical information regarding the property will be entered. Remember to link the owner to the property
- If you want to set "**Commission**" on this property at a later stage, you need to select "**Managed**" in the "**Ownership**" block below. As you can see, the "**Commission**" tab is faded, which means you will not be able to set your "**Commission**" unless the "**Ownership**" is changed to "**Managed**".

Add New Property

Code: MOUNT017
 Description: Mountain Road 17

☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General **Details** Financial FAC Guest User Defined Fields Pastel Interface Commission TPN Address FAC Supplier

Ownership: Owned
 Owner: BLA001 - Black, Vernon

Bedrooms: 3
 Bathrooms: 2
 Kitchens: 1
 Living Rooms: 1

Bars & Braais: 1
 Studies: 1
 Garages: 2
 Car Ports: 0

Garden: ☒ Yes ☐ No
 Granny Flat: ☐ Yes ☒ No
 Loft: ☐ Yes ☒ No
 Swimming Pool: ☐ Yes ☒ No

Detailed Description: Face Brick, Single Storey House

Accept Cancel

- In the case of an **"Industrial"** Property, the **"Details"** Tab will display the following information to be completed:

Select one of the following "Types" of Industrial Businesses:

- Industrial Park
- Light Manufacturing
- Heavy Manufacturing
- Warehousing
- Research and Development

Enter the floorspace of each of the following in the block provided, and tick the check-box next to each applicable space. For example:

- The Office is 100 square meters
- The Toilet - 5
- The Kitchen - 10
- The Storage space - 400
- Other (Not specified) - 500
- The total floorspace will be added up according to what you have entered (1015 square meters)
- Now tick the check-box for the total size m2 (Setup can be done in User Defined Fields - Size m2)
- Enter **"Detailed Notes"** in the field provided

Code: WARE0004
Description: Warehouse 4 Harry Circle

☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General **Details** Financial FAC Guest User Defined Fields Pastel Interface Commission TPN Address FAC Supplier

Ownership:

Industrial Property

Industrial Park ☐ Light Manufacturing ☐ **Heavy Manufacturing** ☒ Warehousing ☐ Research and Development

Office: 100.00	<input checked="" type="checkbox"/>	100 - 200 m2: 0.00	<input type="checkbox"/>	600 - 700 m2: 0.00	<input type="checkbox"/>
Toilet: 5.00	<input checked="" type="checkbox"/>	200 - 300 m2: 0.00	<input type="checkbox"/>	700 - 800 m2: 0.00	<input type="checkbox"/>
Kitchen: 10.00	<input checked="" type="checkbox"/>	300 - 400 m2: 0.00	<input type="checkbox"/>	800 - 900 m2: 0.00	<input type="checkbox"/>
Storage: 400.00	<input checked="" type="checkbox"/>	400 - 500 m2: 0.00	<input type="checkbox"/>	900 - 1000m2: 0.00	<input type="checkbox"/>
Other: 500.00	<input checked="" type="checkbox"/>	500 - 600 m2: 0.00	<input type="checkbox"/>	1000- 1100m2: 0.00	<input checked="" type="checkbox"/>

Total: 1015.00
Rented: 1015.00
Non-Chargeable: 0.00

*Select the checkbox to set size as Rented

Detailed Notes:

Images

In the "Financial" tab:

- The **"Cost Price"** is what the property is worth (For Example: 5 Million Rand)
- Tick the check-box to **"Allow Tax"** (Please note that no tax is applicable on **"Residential"** rentals), and enter the **"Original Rental Amount"**. This amount will be the initial Rental before any escalations. At the bottom of the window - in the **"Per Month"** field - you can enter the **"Rental Including Tax"** amount, and the system will automatically enter the **"Rental Excluding Tax"** amount, as well as the **"Tax"**
- The **"Municipality"** is a **"Supplier"**, and can be added in **"Edit Suppliers"**. It can then be entered in the field by clicking on the magnifying glass and selecting the applicable Municipality. Also enter the property's Municipal Account number

Code: MOUN0017
Description: Mountain 17

☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General Details **Financial** FAC Guest User Defined Fields Pastel Interface Commission TPN Address FAC Supplier

Cost Price: 500000.00
Municipality:

Allow Tax: ☒
Account Number:

Original Rental Amount: 4560
Original Date:

	Per Month	Per Day
Rental Excl Tax	4000.00	0.00
Tax	560.00	0.00
Rental Incl Tax	4560.00	0.00

Images

- The "**FAC Guest**" tab refers to the "**Fixed Additional Costs**" the tenant is billed for. For instance: In addition to the monthly rent, the tenant will pay R300 for water-use. Should there be other costs agreed upon, it could also be setup in the "**Charges**"
- Click on the magnifying glass, select the charge and "**Accept**". Set the "**Link**" and "**Quantity**". Finally, select "**Add**"

Edit Property

Code: MOUNT017
Description: Mountain Road 17

☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General | Details | Financial | **FAC Guest** | User Defined Fields | Pastel Interface | Commission | TPN Address | FAC Supplier

Charge Code	Description	Link	Quantity
006	Water	Quantity	1

Add/Edit Fixed Additional Costs

Code: 005 Description: Electricity Link: Quantity Qty: 1

Add Remove

Images Accept Cancel

- In the same way, you can setup the "**FAC Supplier**" tab in order for the Landlord to pay the Municipal Rates and Taxes on the property
- The "**User Defined Fields**" are created by clicking on "**Setup**" in the top menu, and then "**User Defined Fields**", but is not part of this tutorial
- There are different options in the "**Commission**" tab from which you can choose:
 - No Fixed Commission
 - Fixed Commission Amount
 - Fixed Commission Percentage
- As indicated in the diagram below, we have used the "**Fixed Commission Percentage**" option, and set it to 5%

The screenshot shows the 'Edit Property' window with the 'Commission' tab selected. The window title is 'Edit Property' and the version is 'V5.6.0.7'. The 'Code' field contains 'MOUN0017' and the 'Description' field contains 'Mountain Road 17'. The 'Rental Property' radio button is selected. The 'Commission' tab is highlighted with a red circle. Inside the tab, the 'Fixed Commission Percentage' radio button is selected, and the percentage value '5 %' is circled in red. A red arrow points to the 'Fixed Commission Percentage' radio button. The 'Accept' and 'Cancel' buttons are at the bottom right.

Code: MOUN0017
Description: Mountain Road 17

☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General Details Financial FAC Guest User Defined Fields Pastel Interface **Commission** TPN Address FAC Supplier

☐ No Fixed Commission
☐ Fixed Commission Amount 0.00
☒ Fixed Commission Percentage 5 %

Images Accept Cancel

- The "TPN Address" refers to the "Tenant Profile Network", and the address of the property is entered here

The screenshot shows the 'Edit Property' window with the 'TPN Address' tab selected. The window title is 'Edit Property' and the version is 'V5.6.0.7'. The 'Code' field contains 'MOUNT017' and the 'Description' field contains 'Mountain Road 17'. The 'Rental Property' radio button is selected. The 'TPN Address' tab is highlighted with a red circle. Inside the tab, the 'Street Address' radio button is selected. The address fields are filled with: Street: '17 Mountain Road', City/Town/Suburb: 'Constantia', Province: 'Western Cape', and Postal Code: '8989'. The 'Accept' and 'Cancel' buttons are at the bottom right.

Code: MOUNT017
Description: Mountain Road 17

☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General Details Financial FAC Guest User Defined Fields Pastel Interface Commission **TPN Address** FAC Supplier

Street: 17 Mountain Road
City/Town/Suburb: Constantia
Province: Western Cape
Postal Code: 8989

☐ Building Address ☒ Street Address

Accept Cancel

- This is how the empty grid will display when all the properties has been entered

The screenshot shows the Novtel Property Management 5.6.0.1 - Novtel Default - [Item Grid] interface. The interface includes a menu bar (File, Edit, Modify, Setup, Process, Reports, Email/Export, Help) and a toolbar with various icons. The main area displays a grid of property items (e.g., BEAC0001, BEAC0002, CARRP001, GREYS001, HARRY001, HARIT001, MIMOS001, MOUNT017, PARKS001, SAMS0001, SEAFRO02, SEAFRO00, SUNSE001, SUNSE002, THEBL001, THEHO001) with columns for dates from 17 Jul 2014 to 09 Aug 2014. The grid cells are mostly empty, indicating no data is present for these items and dates.

8 Step 6 - Creating Tenants/Occupants

- "**Tenants**" refer to the people who may or may not be living in the property, or operating from a business property, and who are always liable for the monthly rental payment of the property. "**Occupants**" are people living in the property, or operating from the business property
- On the top menu, click on "**Edit → Tenants → Add New**"

The screenshot shows a software window titled "Customers". It contains a table with columns for "Number", "Description", "Telephone", and "Fax". To the right of the table are buttons for "Refresh", "Add New", and "Edit". The "Add New" button is highlighted with a red circle and a red "1". At the bottom, there is a search section with a "Search" label, two radio buttons for "Number" (selected) and "Description", a text input field, and a "Cancel" button.

- In order to enter future "**Tenants**" with the same alpha code as another "**Tenant**", you can tick the "**Use Tenant AutoNumber**", and only type in the alpha code - Novtel will automatically add the numeric code. This will save you time since you will not have to check if the code already exists. For Example: The code for Mr Andrews as shown below, will be entered as "**AND**" - Novtel will enter the "**002**" automatically, since it recognized that "**AND001**" is already in use
- Mr Andrews will be renting the house on a monthly basis, and the "**Monthly Tenant**" tick-box must be selected
- Enter all relevant personal details, and in this case the "**Tenant**" is the "**Occupant**"
- Select the day of the month when the contract will take effect

Add New Tenant

Account Code: AND002 ☒ Use Tenant AutoNumber ☐ Corporate Tenant ☒ Monthly Tenant ☐ Inactive Tenant

Description: Andrews Shawn

Tenant Category: 00 - No category

General | Delivery Addresses | User Defined Fields | Waiting List Details | Banking Details | Occupant

Postal Address: PO Box 999
Tygervally Mall
Bellville
8000

Telephone No:
Fax No:
Mobile Phone: 089 369 2581
Email Address: shawna@gmail.com

Tax Reference:
Payment Reference:
Contract Month Start Day: 1

☒ Use Tenant As Occupant
Separator: ☒ Space ☐ Comma

First Name: Shawn
Last Name: Andrews
Date of Birth: 1970/07/18

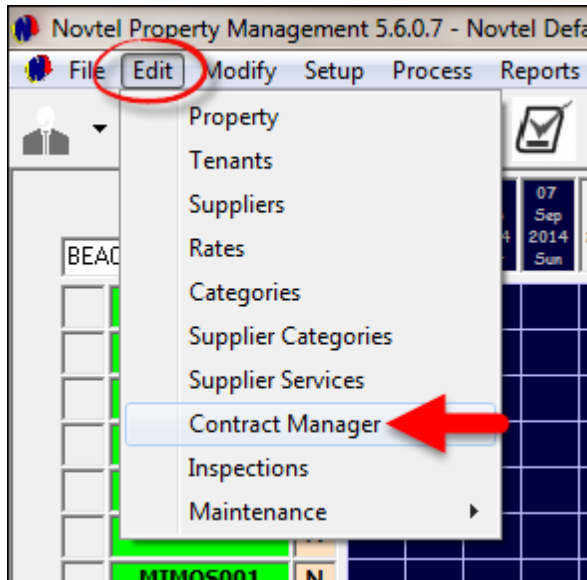
ID Number: 1234567898765
Non South African Citizen

Accept Cancel

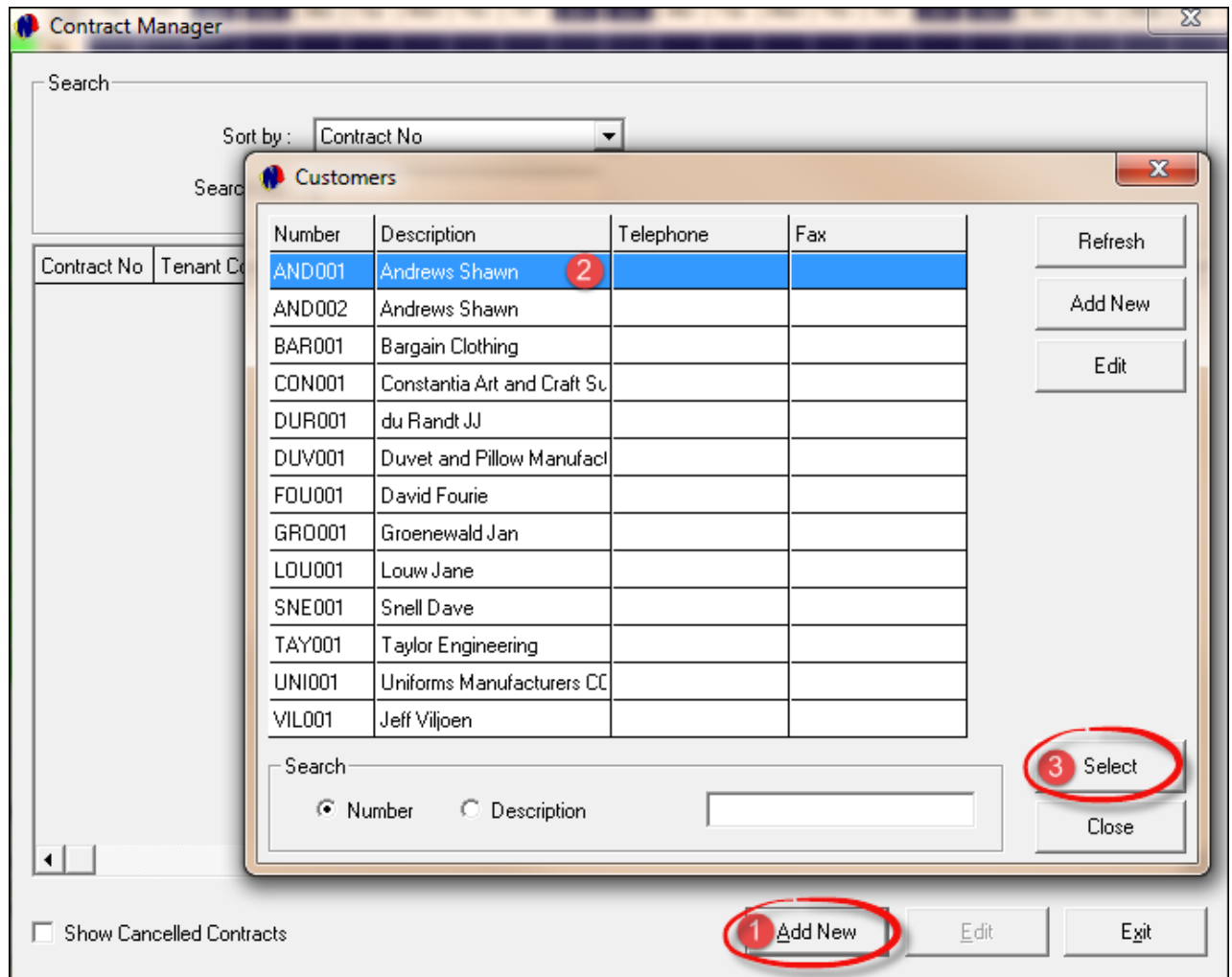
- You will also need to complete the following tabs:
 - Delivery Address
 - User Defined Fields - which can be created in the top menu by clicking on **"Setup" → User Defined Fields → Tenants**. You can create **"Fields"** such as Work address, Work telephone etc
 - Waiting List Details (If the tenant is waiting for another property that is either bigger, smaller or in another area)
 - Banking Details - Note that there are mandatory fields that needs to be completed
 - Occupant - In this case the **"Tenant"** is the **"Occupant"**
- Click on **"Accept"** when you are done
- Now create all the **"Tenants/Occupants"**

9 Step 7 - Creating Contracts and Deposits

A booking to rent a property, is seen as the contract. In order to created the contract, click on "**Edit - Contract Manager**"



- Click **"Add New"** at the bottom of the screen in order for the **"Customers"** window to open. Click on the specific **"Customer"** for whom the contract is to be created, and click on **"Select"**



- **"Contract Manager"** will open and the start and end dates can be entered. The system will automatically calculate the total months for the contract
- Enter the **"Payment Day"** on which payment is due each month and click on **"Add Property"**

Contract Manager

Contract Number: New Type: Fixed Monthly Cancel Contract

Tenant: AND001 Andrews Shawn

Date Start: 1 September 2014 Date End: 31 August 2015 12 Months

Payment Day: 1

Properties Sub-Rentals Fixed Charges SH Fixed Rates Deposit Deposit Interest

Make Reservations

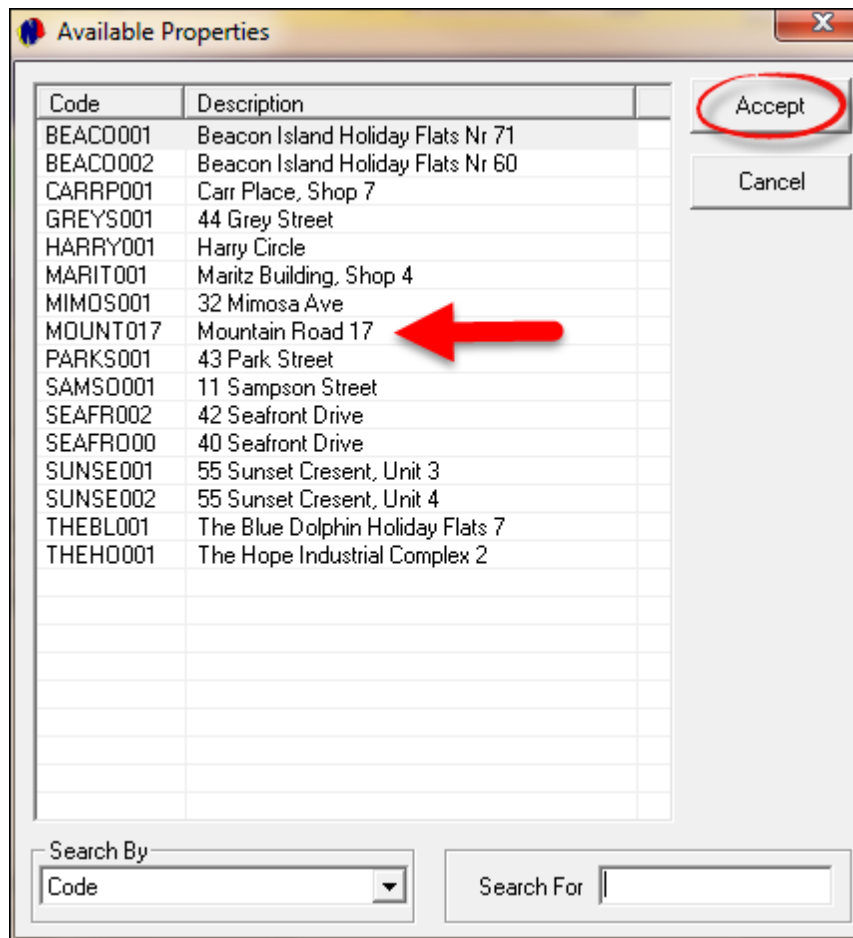
Add Property Remove Property

Rental Num	Date Start	Date End	Status	Inv Total
------------	------------	----------	--------	-----------

Calculate Commission: 0 Apply Commission Escalations

Save Cancel

- Click on the property and "Accept"



- Enter the commission percentage, and "**Apply Commission**"
- Now click on "**Escalations**" and enter the Escalation Percentage - normally 10% annually
- Enter the month for escalation, and the "**Initial Rental Amount**" and click "**Accept**"

The screenshot displays the 'Contract Manager' application window. At the top, there's a yellow header bar with 'Contract Number' set to 'New' and 'Type' set to 'Fixed Monthly'. Below this is a blue bar for 'Tenant' information, showing 'AND001' and 'Andrews Shawn'. A green bar indicates 'Date Start' as '1 September 2014', and a red bar shows 'Date End' as '31 August 2015' for a duration of '12 Months'. A central 'Escalations' dialog box is open, featuring three red arrows pointing to the 'Escalation Percentage' (10), 'Escalation Month' (August), and 'Initial Amount' (4560.00) fields. The 'Accept' button in the dialog is circled in red. In the main form, the 'Calculate Commission' section at the bottom left is circled in red, showing a value of 5 and an 'Apply Commission' button. To the right of this, an 'Escalations' button is also circled in red. The background shows a list of properties with columns for 'Property', 'MOUN', and 'Renta'.

- Click on the **"Deposit"** Tab; enter the **"Deposit Amount"**, and then click on the check-mark next to the **"Deposit Raised"** Field

Contract Manager

Contract Number: Type:

Tenant:

Date Start: Date End: Months

Payment Day:

Properties Sub-Rentals Fixed Charges SH Fixed Rates **1 Deposit** Deposit Interest

3 ☒ 1.) Deposit Raised

Deposit Amount : **2**

2.) Deposit Paid

3.) Deposit Applied

OR

3.) Deposit Refunded

- Enter the due date for the deposit
- Now click on the "**Properties**" tab, and then "**Make Reservations**". The entire year's reservations will be displayed. Click "**Save**" to conclude the contract

The screenshot shows the 'Contract Manager' application window. At the top, there's a yellow bar with 'Contract Number' set to 'New' and 'Type' set to 'Fixed Monthly'. A 'Cancel Contract' button is on the right. Below this is a blue bar for 'Tenant' with 'AND001' and 'Andrews Shawn'. A green bar shows 'Date Start' as '1 September 2014'. A red bar shows 'Date End' as '31 August 2015' and '12 Months'. A light blue bar shows 'Payment Day' as '1'. Below these are tabs: 'Properties' (circled with a red '2'), 'Sub-Rentals', 'Fixed Charges', 'SH Fixed Rates', 'Deposit' (selected), and 'Deposit Interest'. The 'Deposit' tab contains a blue bar for '1.) Deposit Raised' with date '2014/09/04'. Below it, 'Deposit Amount' is '4560.00' and 'Deposit Due' is '2014/09/04' (with a red arrow and a red '1' pointing to it). Further down are input fields for '2.) Deposit Paid', '3.) Deposit Applied', and '3.) Deposit Refunded', with 'OR' between the last two. At the bottom are 'Save' and 'Cancel' buttons.

Contract Manager

Contract Number: New Type: Fixed Monthly Cancel Contract

Tenant: AND001 Andrews Shawn

Date Start: 1 September 2014 Date End: 31 August 2015 12 Months

Payment Day: 1

Properties Sub-Rentals Fixed Charges SH Fixed Rates Deposit Deposit Interest

MOUNT017 - Mountain Road 17

Add Property Remove Property

Rental Num	Date Start	Date End	Status	Inv Total
0	2014/09/01	2014/09/30	Reserved	4560.00
0	2014/10/01	2014/10/31	Reserved	4560.00
0	2014/11/01	2014/11/30	Reserved	4560.00
0	2014/12/01	2014/12/31	Reserved	4560.00
0	2015/01/01	2015/01/31	Reserved	4560.00
0	2015/02/01	2015/02/28	Reserved	4560.00
0	2015/03/01	2015/03/31	Reserved	4560.00
0	2015/04/01	2015/04/30	Reserved	4560.00

Calculate Commission: 5 Apply Commission Escalations

Save Cancel

- The Reservation for the entire year will now display on the Grid with a "C" before the property - which means there is a **"Fixed Monthly Contract"** for the property

The screenshot shows the 'Novtel Property Management 5.6.0.7 - Novtel Default - [Item Grid]' application. The interface includes a menu bar (File, Edit, Modify, Setup, Process, Reports, Email/Export, Help) and a toolbar with various icons. The main area displays a calendar grid for the month of September 2014. The grid has columns for each day of the month, labeled with the day number, the month, and the year. The rows represent different items, with the first row being 'BEAC001'. Other items listed include 'BEAC002', 'CARRP001', 'GREYS001', 'HARRY001', 'MARIT001', 'MITOS001', 'HOUNT017', and 'PARKS001'. A red arrow points to the date '24/09/2014' in the row for '2 Andrews Shawn'.

10 Step 8 - Communal Properties - Shared Accommodation

It is important to remember that "**Property Management Lite**" can manage a maximum of 20 properties, but it is worth mentioning that "**Communal Properties - Shared Accommodation**" can be managed very effectively with this system. A "**Communal Property**" is rented out to different people in the same property, but they are paying individually for their own rooms. A good example of this are students at boarding school or in a hostel.

Firstly we need to create the rooms as "**Properties**", and "**Code**" it as follows:

- If the address is 7 Watson Street and there are 4 rooms, the codes will range from "**WATS0001**" to "**WATS0004**" ("Edit - Property - Add New")
- Create "**Tenants**" for the rooms ("Edit - Tenants - Add New")

The "**Communal Property**" is created to link all the "**Rooms**" together, and is done in this manner:

- Click on "**Edit - Property - Add New**"
- The "**Code**" will be "**WATS0000**", and the Description "**Shared Accommodation**"
- At the bottom, in the left hand corner are options for "**Communal Type**". Select "**Shared Accommodation (A)**" and enter all the details in the "**General**" Tab, and tick the check-boxes to "**Show on Grid**", "**Sub-Rented Item**" and "**Monthly Billed Item**" (If it is a "**Month-To-Month Contract**"). Notice how there are now only two tabs in this screen, and that it differs vastly from creating "**Normal**" properties.
- Proceed to the "**Linked Properties**" Tab

Add New Property

2 Code: WATS0000 ☒ Create Item In Pastel

Description: Shared Accommodation

☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General **4 Linked Properties**

Branch: Cape Town City - South Africa

Category: A5 - Communal Property

Type: House Floorspace: 0.00 m²

Maintenance Image (Outside + Inside): (Default) (Default)

Area: C001 - Cape Town City

ERF Number: 7896

Inspection Interval: 30 Days

3 Communal Type: Shared Accommodation (A)
 None (N)
 Shared Accommodation (A)
 Shared Services (C) (SSER0001)
 Fractional Ownership (F)

Show On Grid ☒
 Sub Rented Item ☒
 Monthly Billed Item ☒
 Disposed ☐
 Record Meter ☐

V5.6.0.7

Accept Cancel

- Click on the property to be linked to the **"Shared Accommodation"**, and click on the arrow to move the properties one-by-one to the left hand side of the screen, until all relevant properties are linked under this one property, and click **"Accept"**

Add New Property V5.6.0.7

Code: ☒ Create Item In Pastel
 Description:
☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General

Properties currently linked to :

Property	Description	Branch

6 ← →

Linked Properties

Available Properties:

Property	Description	Branch
PARK0043	43 Park Street	Cape Town
SAMS0011	11 Sampson Street	Cape Town
SEAF0040	40 Seafront Drive	Cape Town
SHOP0022	Shop 22 Marula Street	Cape Town
SUNS0003	55 Sunset Cresent, Unit 3	Cape Town
SUNS0004	55 Sunset Cresent, Unit 4	Cape Town
THEH0002	The Hope Industrial Co...	Cape Town
WATS0001	7 Watson Street Room 1	Cape Town
WATS0002	7 Watson Street Room 2	Cape Town
WATS0003	7 Watson Street Room 3	Cape Town
WATS0004	7 Watson Street Room 4	Cape Town

5

Accept Cancel

Add New Property V5.6.0.7

Code: ☒ Create Item In Pastel
 Description:
☒ Rental Property
☐ Levy Property
☐ Billing Unit Only

General

Properties currently linked to :

★

Property	Description	Branch
WATS0001	7 Watson Street Room 1	Cape Town
WATS0002	7 Watson Street Room 2	Cape Town
WATS0003	7 Watson Street Room 3	Cape Town
WATS0004	7 Watson Street Room 4	Cape Town

← →

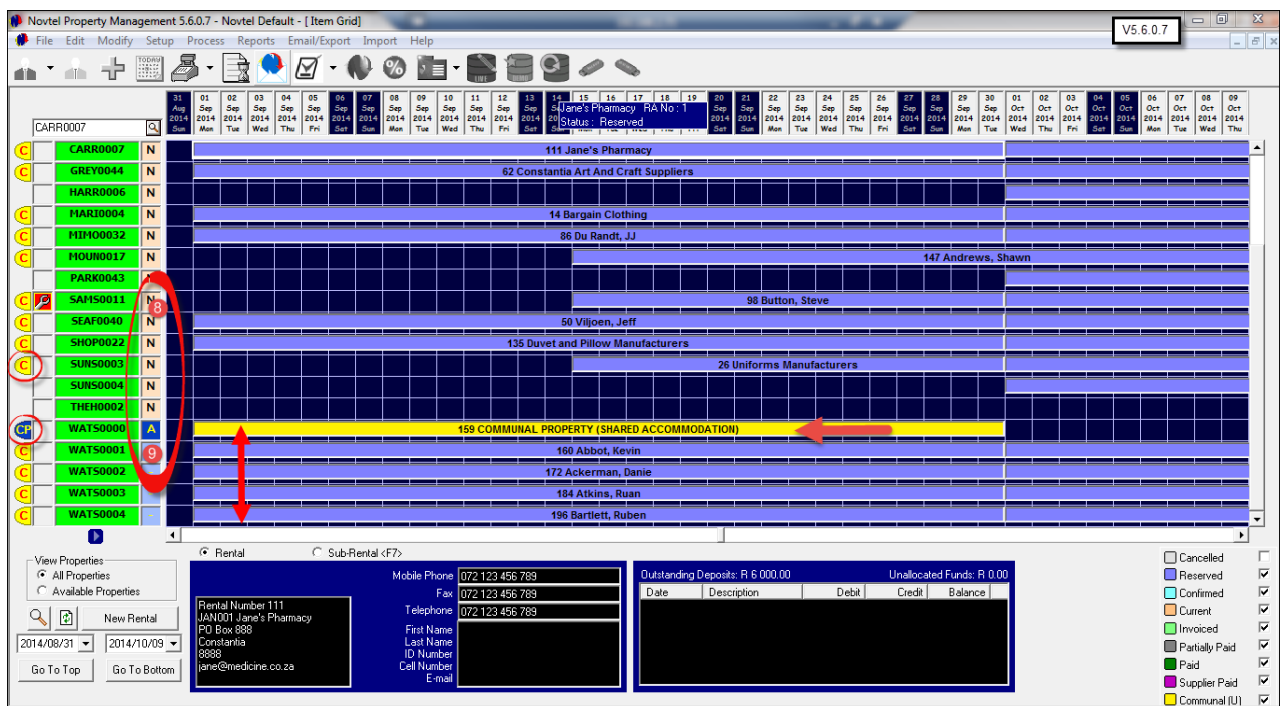
Linked Properties

Available Properties:

Property	Description	Branch
HARR0006	Harry Circle	Cape Town
MARI0004	Maritz Building, Shop 4	Cape Town
MIMO0032	32 Mimosa Ave	Cape Town
MOUN0017	Mountain Road 17	Cape Town
PARK0043	43 Park Street	Cape Town
SAMS0011	11 Sampson Street	Cape Town
SEAF0040	40 Seafront Drive	Cape Town
SHOP0022	Shop 22 Marula Street	Cape Town
SUNS0003	55 Sunset Cresent, Unit 3	Cape Town
SUNS0004	55 Sunset Cresent, Unit 4	Cape Town
THEH0002	The Hope Industrial Co...	Cape Town

7 Accept Cancel

- Now go to the Grid, and see how the properties are displayed. Next to the **"Normal"** Properties, a **"N"** is displayed, and contracted (rented) properties have a **"C"** in front of it
- For the **"Communal Property (Shared Accommodation)"**, there is an **"A"** next to the property, and the color on the grid is yellow (The yellow means that it is still **"Unprocessed"** for the month). The **"CP"** in front of the property means **"Communal Property"**
- The **"Rooms"** themselves do not have a **"Letter"** to the right of the property on the Grid, since they are linked to the **"Main Property"**
- Also remember that **"Communal Property (Shared Accommodation)"** will ALWAYS be at the bottom of the Grid
- Now proceed to make the bookings for all the **"Rooms"** as explained in **"Step 7"**



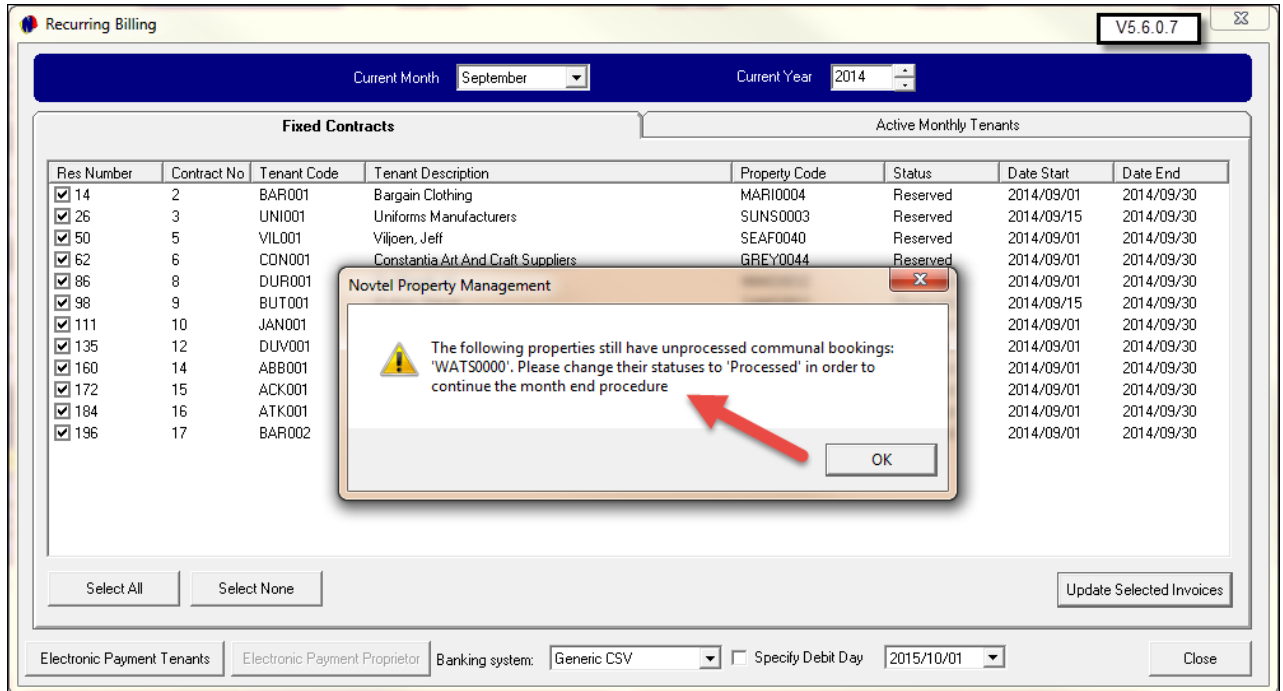
➤ **"Bulk Charges"** such as electricity, water, effluent, refuse etc. can be equally divided between the **"Rooms/ Properties"** in the **"Shared Accommodation"**. There are two ways in order to record these charges:

- Right-click on the booking on the Grid, and select **"View/Record Bulk Charges"**
- In the top menu, click on **"Process - Bulk Charges Update"**

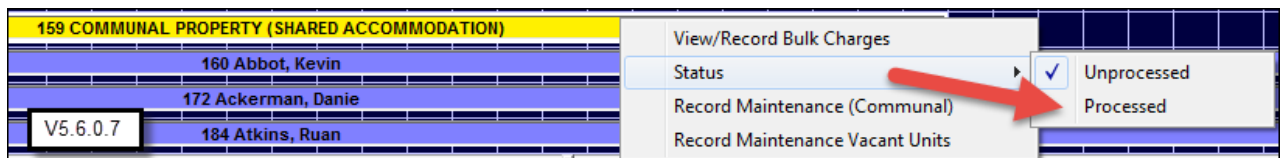
This is not part of this tutorial. Please register on Novtel's Forum at <http://www.novtel.com/forum/index.php> in order to have access to this information

11 Step 9 - Rollover Procedure

- Open both Pastel and Novtel, and check for "**Open Batches**" in Pastel. The "**Bulk Charges**" for Communal Properties "**Shared Accommodation**" must be updated, and the status must be "**Processed**" in order for the "**Recurring Billing**" to be done
- When the status of the "**Communal Property**" has not been "**Processed**", the system will alert you to first rectify it in order to proceed



- Right-click on the "**Communal Property**" on the Grid, and select "**Status - Processed**". The color for the "**Communal Property**" will now turn white



- Click on **"Process - Recurring Billing"**. In the **"Fixed Contracts"** tab, select the month; year; all the invoices to be updated, and click on **"Update Selected Invoices"**

Recurring Billing V5.6.0.7

Current Month: September Current Year: 2014

Fixed Contracts

Res Number	Contract No	Tenant Code	Tenant Description	Property Code	Status	Date Start	Date End
<input checked="" type="checkbox"/> 14	2	BAR001	Bargain Clothing	MARI0004	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 26	3	UNI001	Uniforms Manufacturers	SUNS0003	Reserved	2014/09/15	2014/09/30
<input checked="" type="checkbox"/> 50	5	VIL001	Viljoen, Jeff	SEAF0040	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 62	6	CON001	Constantia Art And Craft Suppliers	GREY0044	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 86	8	DUR001	Du Randt, JJ	MIMO0032	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 98	9	BUT001	Button, Steve	SAMS0011	Reserved	2014/09/15	2014/09/30
<input checked="" type="checkbox"/> 111	10	JAN001	Jane's Pharmacy	CARR0007	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 135	12	DUV001	Duvet and Pillow Manufacturers	SHOP0022	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 160	14	ABB001	Abbot, Kevin	WATS0001	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 172	15	ACK001	Ackerman, Danie	WATS0002	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 184	16	ATK001	Atkins, Ruan	WATS0003	Reserved	2014/09/01	2014/09/30
<input checked="" type="checkbox"/> 196	17	BAR002	Bartlett, Ruben	WATS0004	Reserved	2014/09/01	2014/09/30

Select All Select None Update Selected Invoices

Electronic Payment Tenants Electronic Payment Proprietor Banking system: Generic CSV Specify Debit Day 2015/10/01 Close

- Select the option to **"Update Customer and Supplier Invoices"**, and click **"Proceed"**

Month End Options V5.6.0.7

Update Customer And Supplier Invoices

☐ Print Detailed Pre-Import List
Prints a more detailed version of the Pre-Import List report.

☒ Print Updated Invoices
Prints a list of all the customer and supplier invoices that were updated after the month end has been completed.

☐ Email Statements
Mail customer/supplier statement directly after the reservation has rolled

Setup Customer Email Setup Supplier Email Proceed >> Cancel

- The "Pre-Import List" will be minimized to your Internet Browser in HTML Format. First check the report for any inconsistencies before you continue

V5.6.0.7

Pre-Import List For September 2014

PRINTED DATE: 16 SEPTEMBER 2014 TIME: 02:34:34 PM

CUSTOMER INVOICES

RENTAL	CONTRACT	TENANT	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
14	2	BAR001 - Bargain Clothing	MARI0004	5263.16	736.84	6000.00
26	3	UNIT001 - Uniforms Manufacturers	SUNTS0003	6140.35	859.65	7000.00
50	5	VIL001 - Viljoen, Jeff	SEAF0040	6140.35	859.65	7000.00
62	6	CON001 - Constantia Art And Craft Suppliers	GREY0044	3947.37	552.63	4500.00
86	8	DUR001 - Du Randt, JJ	MUNSO0032	3947.37	552.63	4500.00
98	9	BUT001 - Button, Steve	SAMS0011	4000.00	560.00	4560.00
111	10	JAN001 - Jane's Pharmacy	CARR0007	5263.16	736.84	6000.00
135	12	DUV001 - Duvet and Pillow Manufacturers	SHOP0022	7017.54	982.46	8000.00
160	14	ABB001 - Abbot, Kevin	WATS0001	877.19	122.81	1000.00
172	15	ACK001 - Ackerman, Danie	WATS0002	877.19	122.81	1000.00
184	16	ATK001 - Atkins, Ruari	WATS0003	877.19	122.81	1000.00
196	17	BAR002 - Bartlett, Ruben	WATS0004	964.91	135.09	1100.00
NUMBER OF INVOICES TO BE UPDATED - 12				TOTALS	45315.79	6344.21
						51660.00

SUPPLIER INVOICES

SUB-RENTAL	CONTRACT	SUPPLIER	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
14	2	BLA001 - Black, Vernon	MARI0004	5263.16	736.84	6000.00
26	3	MAL001 - James Malan	SUNTS0003	6140.67	898.33	7315.00
50	5	UPT001 - Luke Upton	SEAF0040	6140.35	859.65	7000.00
62	6	FRA001 - Douglas Franklin	GREY0044	3947.37	552.63	4500.00
86	8	RAD001 - John Rademeyer	MUNSO0032	3947.37	552.63	4500.00

- Click "Yes" in order to continue when you are satisfied that everything is correct
- Now click "View - Open Batches" in Pastel, and select the first "Open Batch" click on "Jump To"

Open Batches

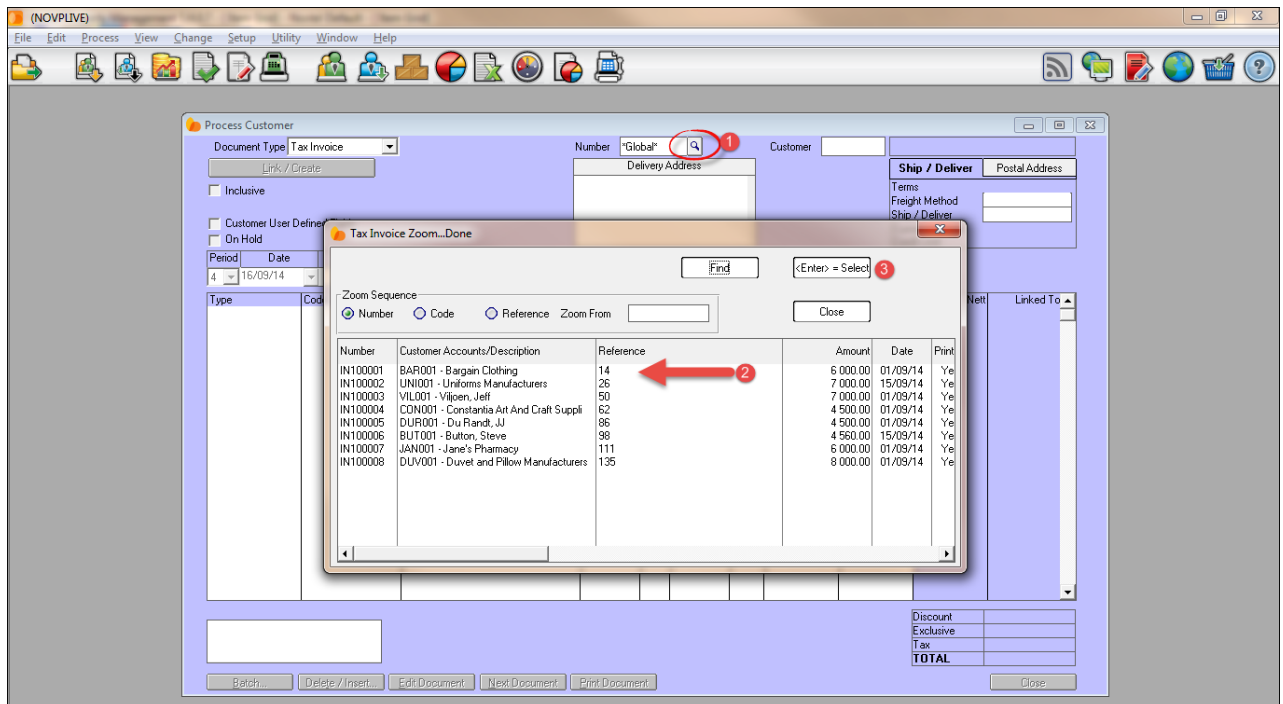
	All Users	User 0			
Tax Invoice		<input checked="" type="checkbox"/>			
Supplier Invoice		<input checked="" type="checkbox"/>			
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					
Not Used					

Jump To

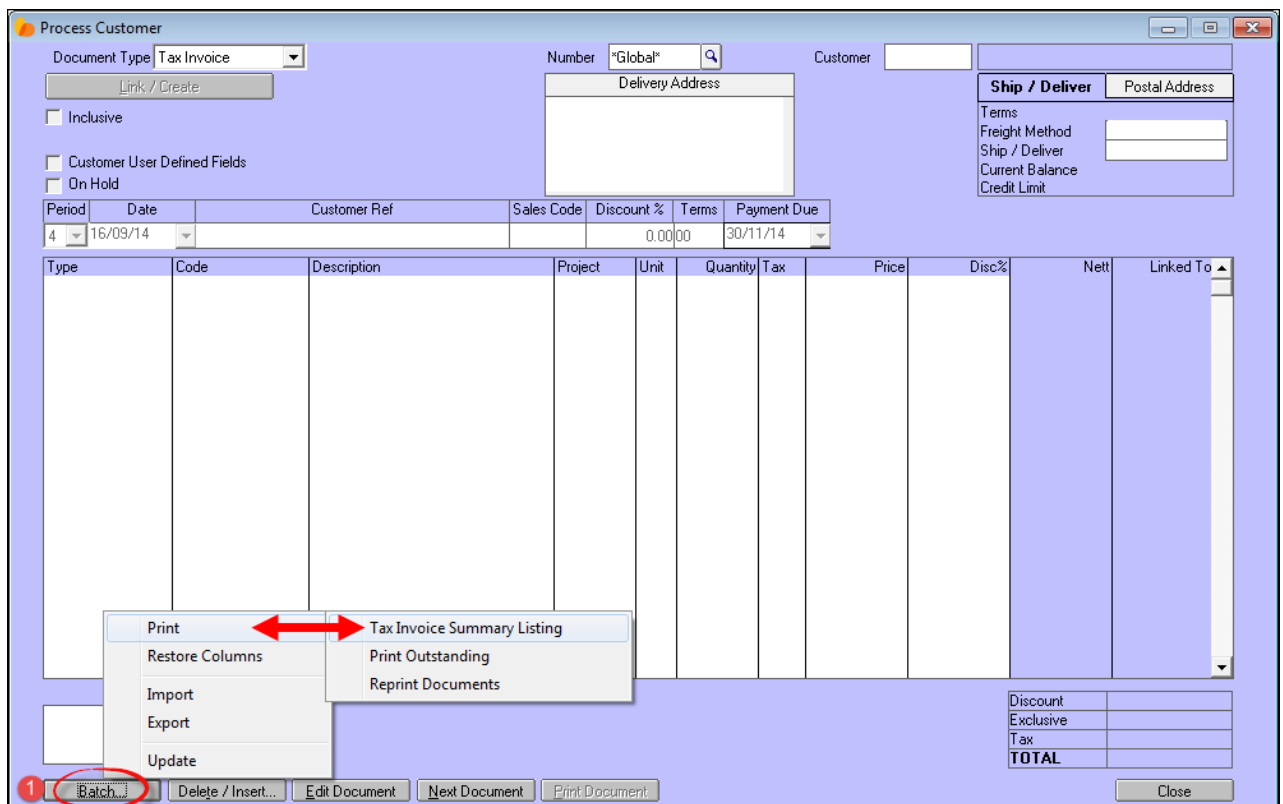
Print

Close

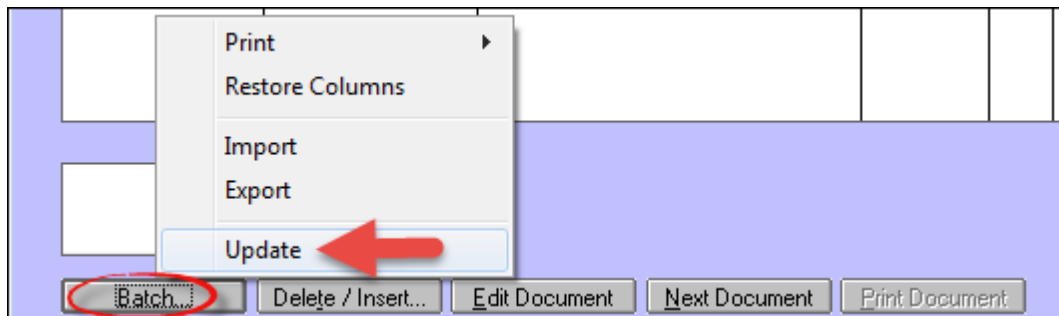
- In order to view the invoices, click on the magnifying glass; then on the invoice to be viewed, and "Enter" to open the specific Invoice



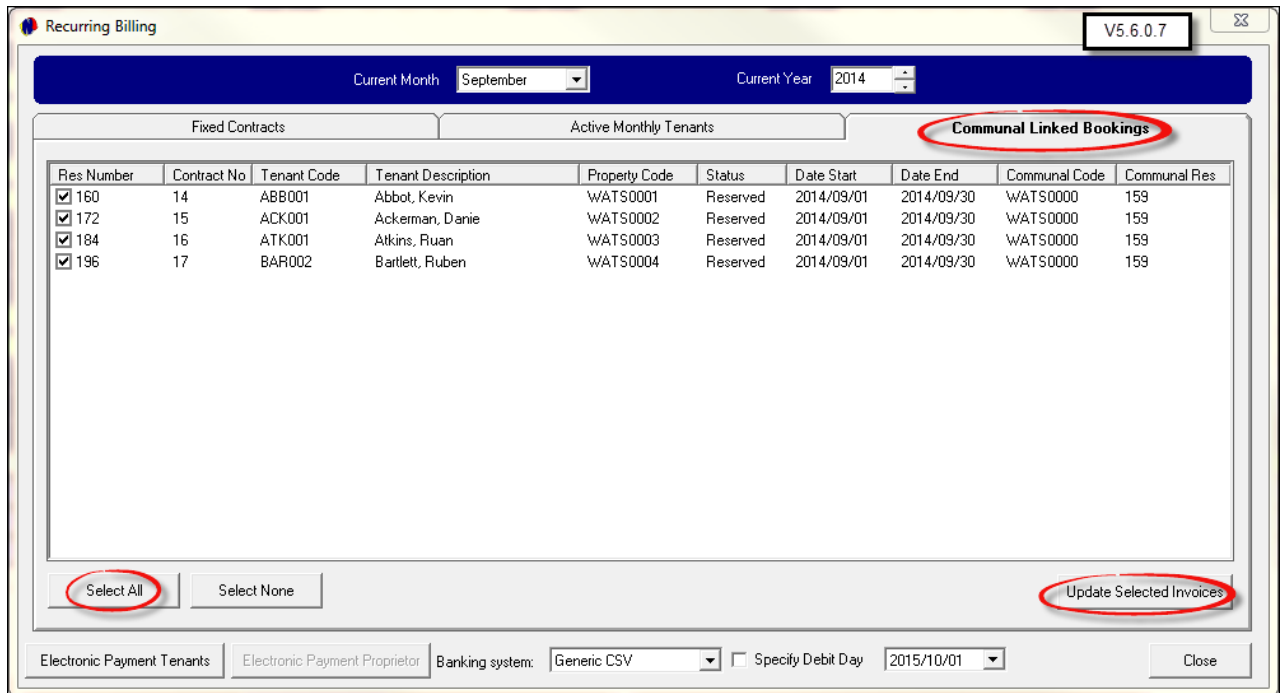
- In order to print a report for audit purposes, click on "Batch - Print - Tax Invoice Summary Listing"



- Select the method for printing the report, and click "**OK**". Now you can compare the totals in Pastel and Novtel in order to see if it matches
- Click on "**Batch**" again, and select "**Update**"



- You will have the option to "**Backup Before Updating**". Run the update if you wish, and then click on "**Update**". Now update the other "**Open Batches**" as well
- Back in Novtel, click on "**Process - Recurring Billing**" again, and select the next tab to be processed - In this case it is the "**Communal Linked Bookings**", since there are no "**Active Monthly Tenants**" for September - and repeat the process as explained



- The "Pre-Import List" in Novtel for the Communal Properties

V5.6.0.7

Pre-Import List For September 2014

PRINTED DATE: 16 SEPTEMBER 2014 TIME: 03:55:57 PM

CUSTOMER INVOICES

RENTAL	CONTRACT	TENANT	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
160	14	ABB001 - Abbot, Kevin	WATS0001	877.19	122.81	1000.00
172	15	ACK001 - Ackerman, Danie	WATS0002	877.19	122.81	1000.00
184	16	ATK001 - Atkins, Ruan	WATS0003	877.19	122.81	1000.00
196	17	BAR002 - Bartlett, Ruben	WATS0004	877.19	122.81	1000.00
NUMBER OF INVOICES TO BE UPDATED - 4				TOTALS	3508.77	491.23
						4000.00

SUPPLIER INVOICES

SUB-RENTAL	CONTRACT	SUPPLIER	PROPERTY CODE	EXCL TOTAL	TAX	INCL TOTAL
148	14	ESP001 - Werner Espin	WATS0001	833.33	116.67	950.00
160	15	ESP001 - Werner Espin	WATS0002	833.33	116.67	950.00
172	16	ESP001 - Werner Espin	WATS0003	833.33	116.67	950.00
184	17	ESP001 - Werner Espin	WATS0004	833.33	116.67	950.00
NUMBER OF SUPPLIER INVOICES TO BE UPDATED - 4				TOTALS	3333.33	466.67
						3800.00

SUMMARY OF MANAGED PROPERTIES

PROPERTY	TENANT TOTAL	LANDLORD TOTAL	COMMISSION TOTAL
WATS0001 - 7 Watson Street Room 1	1000.00	950.00	50.00
WATS0002 - 7 Watson Street Room 2	1000.00	950.00	50.00
WATS0003 - 7 Watson Street Room 3	1000.00	950.00	50.00
WATS0004 - 7 Watson Street Room 4	1000.00	950.00	50.00
TOTALS	4000.00	3800.00	200.00

- The Pastel Reports that correspond with the Novtel "Pre-import List"

16/09/14 15:59 Page: 1								
Prepared by: Novtel								
Tax Invoice Summary Listing for user User 0								
Reference	Customer	Per	Date	Order No	Printed	On Hold	Tax	Total
IN100009	ABB001 - Abbot, Kevin	4	01/09/14	160	Yes	No	122.81	1 000.00
IN100010	ACK001 - Ackerman, Danie	4	01/09/14	172	Yes	No	122.81	1 000.00
IN100011	ATK001 - Atkins, Ruan	4	01/09/14	184	Yes	No	122.81	1 000.00
IN100012	BAR002 - Bartlett, Ruben	4	01/09/14	196	Yes	No	122.81	1 000.00
Total for 4 Tax Invoice(s) not on hold							491.24	4 000.00
Total for 0 Tax Invoice(s) on hold								
TOTAL							491.24	4 000.00
----- End of Report -----								

Prepared by: Novtel								
Supplier Invoice Summary Listing for user User 0								
Reference	Supplier	Per	Date	Order No	Printed	On Hold	Tax	Total
PN100008	ESP001 - Werner Espin	4	01/09/14	148	Yes	No	116.67	950.00
PN100009	ESP001 - Werner Espin	4	01/09/14	160	Yes	No	116.67	950.00
PN100010	ESP001 - Werner Espin	4	01/09/14	172	Yes	No	116.67	950.00
PN100011	ESP001 - Werner Espin	4	01/09/14	184	Yes	No	116.67	950.00
Total for 4 Supplier Invoice(s) not on hold							466.68	3 800.00
Total for 0 Supplier Invoice(s) on hold								
TOTAL							466.68	3 800.00
----- End of Report -----								

- When you return to the Grid, you will see that all the long term contracted bookings for the month is now green, meaning that all have been **"Invoiced"**
- The bookings that are still **"Reserved"**, will be billed in the next **"Recurring Billing"** since the contract dates are set from the 15th to the 15th, and not the 1st to the 30th as with the other bookings
- Also see that the bookings that have been processed for this month, is now on **"Current"** status for the next month

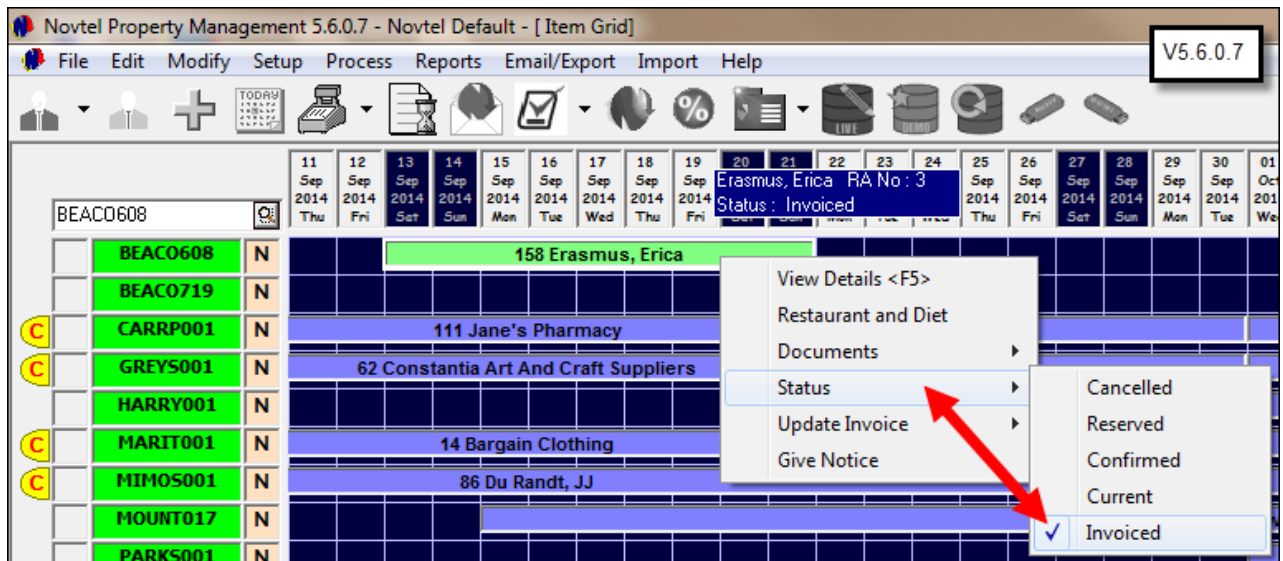
The screenshot displays the Novtel Property Management 5.6.0.7 interface. The main window shows a calendar grid for the month of September 2014, with columns for each day of the week. The grid is color-coded by booking status: green for 'Invoiced', blue for 'Reserved', and orange for 'Current'. A red arrow points to a booking on September 1st, and another red arrow points to a booking on September 15th. The details panel on the right shows the following information:

- Rental Number:** 111
- Property:** Jane's Pharmacy
- PO Box:** 888
- Constantia:** 8888
- Mobile Phone:** 072 123 456 789
- Fax:** 072 123 456 789
- Telephone:** 072 123 456 789
- First Name:** Jane
- Last Name:** Pharmacy
- ID Number:**
- Cell Number:**
- E-mail:** jane@medicine.co.za
- Outstanding Deposits:** R 6 000.00
- Unallocated Funds:** R 0.00

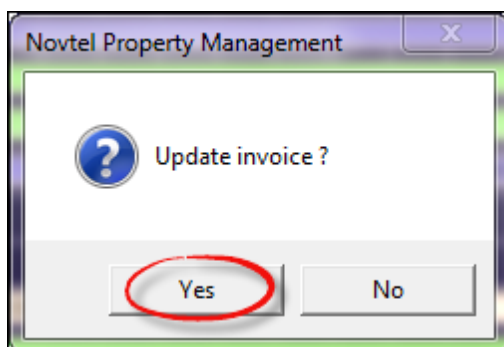
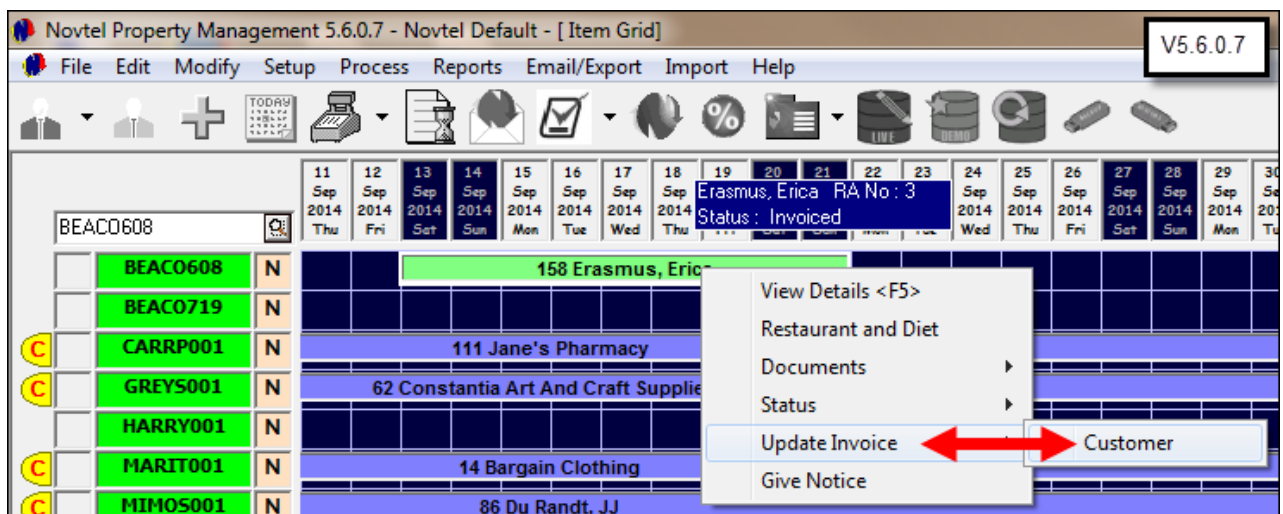
The details panel also includes a table with columns for Date, Description, Debit, Credit, and Balance. A legend on the right side of the interface lists various booking statuses and their corresponding colors: Cancelled (white), Reserved (blue), Confirmed (light blue), Current (orange), Invoiced (green), Partially Paid (light green), Paid (dark green), Supplier Paid (purple), and Communal (U) (yellow).

➤ Procedure to update invoices for "Short Term Bookings" in Novtel

- Right click on the booking on the Grid, and set the 'Status' to "Invoiced". See how the color of the booking has changed to green



- Right click on the booking again, and click on "Update Invoice - Customer"



12 Step 10 - Working with Documents

In order to setup your company's documents, you can have a look at the standard Novtel document layout for the following types of documents in "Setup - Documents":

➤ Invoices

- Plain Paper

Documents Setup

Invoices | Letters | Word Documents | Document Notes | Property Images | Customer Statements | Supplier Reports | Debit Orders | Work Orders

Main Invoice Layout

- ☒ Plain Paper
- ☐ Logo Layout 1
- ☐ Logo Layout 2
- ☐ Novtel Forms Designer

☒ Include Copy of Invoice

Copy of Invoice Layout

- ☒ Plain Paper
- ☐ Logo Layout 1
- ☐ Logo Layout 2
- ☐ Novtel Forms Designer

Preview:

04 December 2012

PROPERTY REAL ESTATE
P.O. BOX 1138
112 BOWLING AVENUE
WENDENHOOD
SAUCTION

TAX INVOICE

TEL: 011 122 4567
FAX: 011 122 4567
TAX REG NO: 49872841

Q. King, Mrs. Nelly Ann
P.O. Box 222
CALLO MANOR
2003

BOOKING NUMBER: 1542
DATE IN: 01/09/2012
DATE OUT: 21/09/2012

Property	Description	Days	Person(s)	Tax	Inc. Price
DAISY002	220 Days Garage	1	1	0.00	7705.50
JH002	City of JHB Assessment 2006 Increase	1	1	0.00	0.00
JH002	City of JHB Refuse	1	1	0.00	155.72
LDY002	City of JHB Refuse	1	1	0.00	0.00
MUN001	Electricity	1	1	0.00	301.43
MUN002	2012-09-17 2012-09-17	1	1	0.00	485.95
MUN002	WATER	1	1	0.00	485.95
	2012-09-17 2012-09-17				
				Total Tax	0.00
				Total Exc Tax	9223.05
				Total Inc Tax	9223.05

Notes:

Previous May increase was over charged for 7 months. New Jan 2012 less statement increase will in consequence not be charged. Tax effect is reduce (ie. (71133.10) - (20713.88) = 4933.22). Rental increase on Dec 2012 will be assessed at 2013.05.

Paper Size : A4 - 210 mm x 297 mm

Accept Cancel

- **Novtel Forms Designer** (You can design your own documents with Novtel Forms Designer, but it is not part of this tutorial)
- Click "**Accept**" to save your preferences
- Select the "**Layout**" you prefer and also tick the check-box to "**Include the Copy of the Invoice**" - should the need for it arise. Select the "**Layout**" for the "**Copy**" - it does not have to be the same as the "**Main Invoice Layout**"
- When you right click on the booking on the grid (For Example: We want to see the invoice for Mr Button), move the mouse over "**Documents**" to display the different type of documents next to it, and click on "**Invoice**"

The screenshot displays the Novtel Property Management 5.6.0.7 interface. The main window shows a calendar grid for September 2014. A right-click context menu is open over a booking for 'Button, Steve' on September 18th. The menu options include Move, View Details <F5>, Edit Contract, Restaurant and Diet, Documents, Status, Quote <Ctrl+Q>, Invoice <Ctrl+I>, MS Word Documents, Supplier Monthly Report, and Customer Statement. A red arrow points from the 'Documents' option to the 'Invoice <Ctrl+I>' option. The bottom of the screen shows property details for 'Rental Number 98' and a list of booking statuses on the right.

05 September 2014																																					
TAX INVOICE	TEL : 0861 66 88 35 FAX : 0861 66 88 35 TAX REG NO. 1234																																				
	NOVTEL PROPERTY UNIT 30 DIAZ OFFICE PARK DIAZ BOULEVARD WEST MOSSEL BAY																																				
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> BOOKING NUMBER: 98 Date In: 2014/09/15 Date Out: 2014/09/30 </div> <div style="width: 35%; text-align: right;"> Button, Steve PO Box 000 Newlands, 1234 </div> </div>																																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Property</th> <th style="text-align: left;">Description</th> <th style="text-align: center;">Days</th> <th style="text-align: center;">Person\Q</th> <th style="text-align: right;">Tax</th> <th style="text-align: right;">Incl Price</th> </tr> </thead> <tbody> <tr> <td>SAMSO001</td> <td>11 Sampson Street</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> <td style="text-align: right;">560.00</td> <td style="text-align: right;">4560.00</td> </tr> <tr> <td colspan="5" style="text-align: right;">Total Tax</td> <td style="text-align: right;">560.00</td> </tr> <tr> <td colspan="5" style="text-align: right;">Total Excl Tax</td> <td style="text-align: right;">4000.00</td> </tr> <tr> <td colspan="5" style="text-align: right;">Total Incl Tax</td> <td style="text-align: right;">4560.00</td> </tr> <tr> <td colspan="5" style="text-align: right;">TOTAL DUE:</td> <td style="text-align: right;">4560.00</td> </tr> </tbody> </table>		Property	Description	Days	Person\Q	Tax	Incl Price	SAMSO001	11 Sampson Street	1	1	560.00	4560.00	Total Tax					560.00	Total Excl Tax					4000.00	Total Incl Tax					4560.00	TOTAL DUE:					4560.00
Property	Description	Days	Person\Q	Tax	Incl Price																																
SAMSO001	11 Sampson Street	1	1	560.00	4560.00																																
Total Tax					560.00																																
Total Excl Tax					4000.00																																
Total Incl Tax					4560.00																																
TOTAL DUE:					4560.00																																

➤ Letters

- In the "**Letters**" Tab, you can tick the check-box to "**Use your own Letterhead**". Enter the "**Headers**" for "**General Rental Form**" and "**Confirmation of Rental**" to be displayed on the Letters
- Type the message to be displayed on "**Confirmation of Rental Letter**"

➤ Word Documents

- Microsoft Word Documents fully integrates with Novtel. (To learn more on the subject, please register on Novtel's Forum in order to have access to the information)

➤ Document Notes

In this tab, standard document notes can be setup to display on the following documents:

- Custom Invoice
- Provisional Invoice
- Customer Invoice
- Landlord Statement

➤ Property Images

- When using a digital camera, images for the inside and outside of the property can be uploaded into Novtel

➤ Customer Statements

- As with "**Invoices**", there are 3 standard layouts to choose from for your "**Customer Statements**", and a message can be setup in order to display on "**Statements**"

➤ **Supplier Reports**

- Select the layout for "**Supplier Reports**"

➤ **Debit Orders**

- Novtel offers a full "**Debit Order**" System

➤ **Work Orders**

- Select one of four Standard layouts for "**Work Orders**". (More information on "**Work Orders**" discussed in Step 12 - Maintenance)

13 Step 11 - How to Receive Payments

- It is important to know that transactions can only be done when the Supervisor has opened a shift for the User on duty. Novel Property Management incorporates an entire shift opening and cash-up procedure function. What this means, is that the cash-up supervisor will log on using his/her password, and open shifts for each of the other users for each day. The receptionist, for example, may then log on and do transactions throughout the day and at the end of the day, the money she has received must correspond with the transactions done in Novel. The supervisor then double checks that the money count is correct.
- You may even have different supervisors, supervising different sections of your business. Each supervisor then has his/her allocated users reporting to them. You may have an unlimited amount of users reporting to a supervisor
- Once you have created your cash-up supervisor (see "**Company Settings - Users / Passwords**"), you will need to log on as the supervisor and open the shift

➤ How to open a shift:

- Click on "**Supervisor Edit Shift**"

Supervisor Shift Cashup V5.6.0.5

File Reports

View Location: All

Supervisor David Shift # SUP00001

Transaction					Shift			
ID	Tenant	Table / TA	Type	Total	Shift #	User	Total	Invoice Date
					Front Desk			
SFT00001						James	4560.00	2014/08/21
SFT00002						James	0.00	

Batch Shift Single Shift

Open Shift Shift Total: 4560.00

Supervisor Edit Shift Supervisor Shift Cashup Close

- Select the User whose shift is to be opened and click on the arrow pointing to the right

Supervisor Shift Cashup V5.6.0.5

File Reports

View Location: All Supervisor David Shift # SUP00001

Select Users

ID	Tenant
Available Users	
	Nick (Front Desk)
	Stella (Front Desk)
Shift Users	
	James (Front Desk)

Accept Cancel

Batch Shift Single Shift

Open Shift Shift Total: 4560.00

Supervisor Edit Shift Supervisor Shift Cashup Close

- The User will now be in the right hand block

Select Users

Available Users		Shift Users	
	Nick (Front Desk)		James (Front Desk)
			Stella (Front Desk)

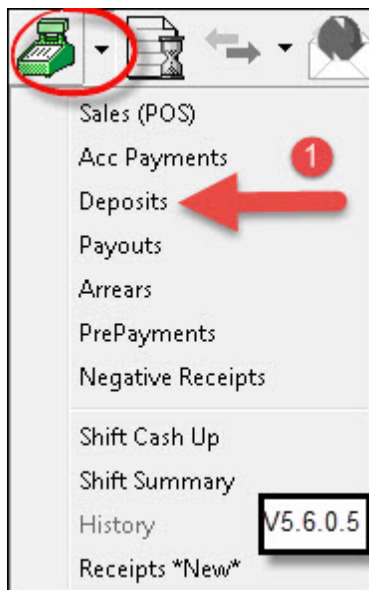
Accept Cancel

V5.6.0.5

- Click "Accept"; close the window and the User can Log On for his/her shift

➤ How to Receive a Deposit:

- Click on the arrow next to the POS Icon, and select "**Deposits**"



- For Contacts you need to select the "**Contact Number**" Option


A screenshot of a software window titled 'Deposits'. The window has a left sidebar and a main content area. In the sidebar, there are two radio buttons: 'Rental Number' (selected) and 'Contract Number' (indicated by a red arrow and a red circle with the number 2). Below the radio buttons are input fields for 'Rental Number' and 'Tenant Description'. At the bottom of the sidebar, it shows 'User: James' and 'Shift #: SFT00002'. The main content area has a 'Deposit History' table with columns 'Date' and 'Amount'. Below the table are fields for 'Amount Raised' and 'Amount Paid', both showing '0.00'. There are also fields for 'Payment Type' (set to 'Cash'), 'Payment Received' (0.00), 'Change' (0.00), and 'Payment Date' (2014/08/28). A large box at the bottom right displays 'PAYMENT DUE 0.00'. At the bottom of the window, there is a button '<F2> - Accept', a version number 'V5.6.0.5' in a box, and a 'Close' button.

Please note that when a deposit was raised, you entered a date when the deposit was due. If you did not enter the date, the window will be blank in the following screen for the particular **"Contract Number"**

- Now click on the magnifying glass next to the **"Contract Number"**

Deposits

☐ Rental Number
☐ Group Number
☒ Contract Number

Contract Number :  3

Tenant Description :

User : **James**
Shift #: **SFT00002**

Deposit History :

Date	Amount

Amount Raised :
Amount Paid :

Payment Type :
Payment Date :

Payment Received :
Change :

PAYMENT DUE
0.00

<F2> - Accept V5.6.0.5 Close

- Select the applicable Tenant who will be paying the deposit, and click **"Accept"**

Select Contract

Contract Num...	Tenant Code	Tenant Description	Property Code	Date C
10	SNE001	Snell, Dave	PARK0043	2014/0
11	DUR001	Du Randt, JJ	MIMO0032	2014/0
14	JAN001	Janes Pharmacy	SHOP0022	2014/0
15	ALL001	All Plastics Manufacturers	WARE0004	2014/0
16	BUT001	Button, Steve	SAMS0011	2014/0
17	THE001	The Book Empire	0007	2014/0
18	CON002	Concrete Creations	WARE0006	2014/0
19	DUV001	Duvet and Pillow Manufa...	FAIR0002	2014/0
2	BAR001	Bargain Clothing	SHOP0047	2014/0
5	UNI001	Uniforms Manufacturers	UNIT0003	2014/0
6	TAY001	Taylor Engineering	UNIT0004	2014/0
7	VIL001	Viljoen, Jeff	SEAF0040	2014/0
9	CON001	Constantia Art and Craft ...	GREY0044	2014/0

Accept

Cancel

Search By: Contract Number

Search For:

V5.6.0.5

- Select the "**Payment Type**":
 - Cash
 - Credit Card (Enter the Credit Card Number and Type of Card - Visa, Master Card, American Express, Diners Club)
 - Cheque (Enter Cheque Number)
 - Bank Transfer (Enter Bank Account Number and Bank Type)

Deposits V5.6.0.5

☐ Rental Number
☐ Group Number
☒ Contract Number

Contract Number : 17

Tenant Description : THE001 - The Book Empire

User : James

Shift #: SFT00002

Deposit History :

Date	Amount

Amount Raised : 6000.00

Amount Paid : 0.00

Payment Type : 5

Cash

Cash

Credit Card

Cheque

Bank Transfer

Payment Received : 6 6000.00

Change : 0.00

PAYMENT DUE

6000.00

<F2> - Accept 7

Close

- Enter the "**Payment Received**" amount - It should be the same than the "**Payment Due**" amount. Click "**Accept**" and then "**OK**"

14 Step 12 - Maintenance

Any maintenance to be done on properties can be recorded directly on the Grid. It is important to remember that maintenance can ONLY be recorded when a property's status is on "**Current**"

➤ Right click on the property and select "**Record Maintenance**"

The screenshot shows the Novtel Property Management 5.6.0.7 - Novtel Default - [Item Grid] interface. The grid displays a list of properties with their status and a calendar view for September 2014. A context menu is open for the property 'Button, Steve RA No: 2 Status: Current', showing options: View Details <F5>, Edit Contract, Restaurant and Diet, Documents, Status, Record Maintenance, and Print Snag List. A red arrow points to the 'Record Maintenance' option.

Property ID	Status	08 Sep 2014	09 Sep 2014	10 Sep 2014	11 Sep 2014	12 Sep 2014	13 Sep 2014	14 Sep 2014	15 Sep 2014	16 Sep 2014	17 Sep 2014	18 Sep 2014	19 Sep 2014	20 Sep 2014	21 Sep 2014	22 Sep 2014	23 Sep 2014	24 Sep 2014	25 Sep 2014
BEACO608	N																		
BEACO719	N																		
CARRP001	N	111 Jane's Pharmacy																	
GREYS001	N	62 Constantia Art And Craft Suppliers																	
HARRY001	N																		
MARIT001	N	14 Bargain Clothing																	
MIMOS001	N	86 Du Randt, JJ																	
MOUNT017	N																		
PARKS001	N																		
SAMS0001	N																		
SEAFR002	N																		
SEAFR000	N	50 Vil																	
SHOP022	N	135 Duvet and Pi																	
SUNSE001	N																		
SUNSE002	N																		
THEBL001	N																		
THEBL001	N																		

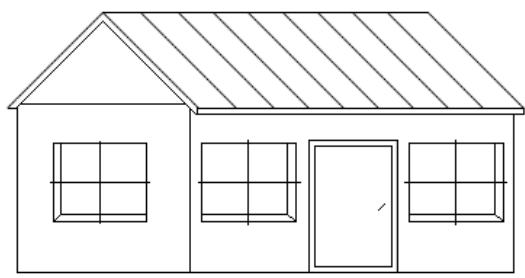
- On the diagram of the house, click on the part of the house where maintenance is needed (Roof / Bathroom / Kitchen, etc)

Record Property Maintenance

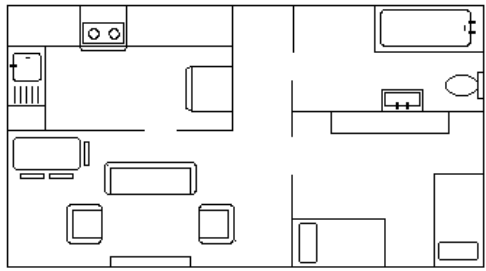
Maintenance Description

Property : SAMS0001 - 11 Sampson Street
 Tenant : BUT001 - Button, Steve

Outside



Inside



Recorded Maintenance Works Order Created Repaired Maintenance Repaired and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Location

View Options

☒ All
☐ Recorded
☐ Works Order
☐ Repaired
☐ Repaired and Billed

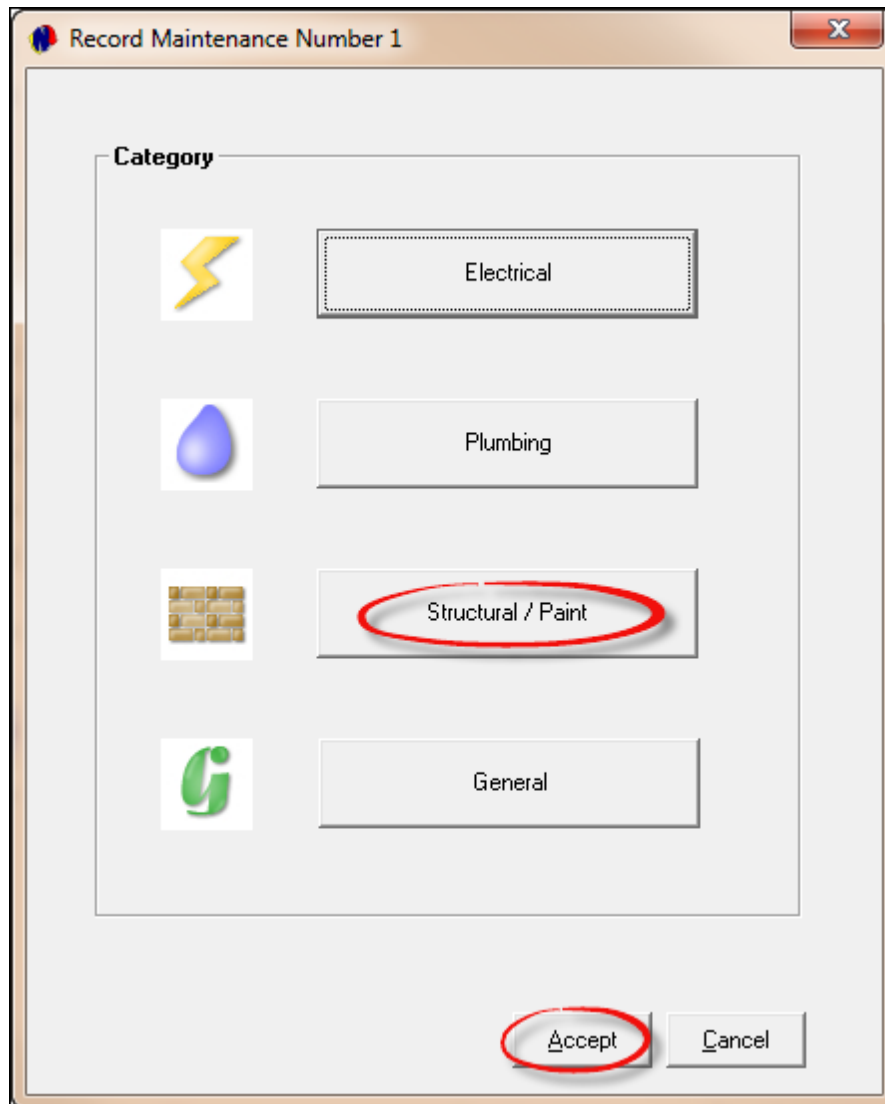
Snag List & Maintenance

Work Order Document

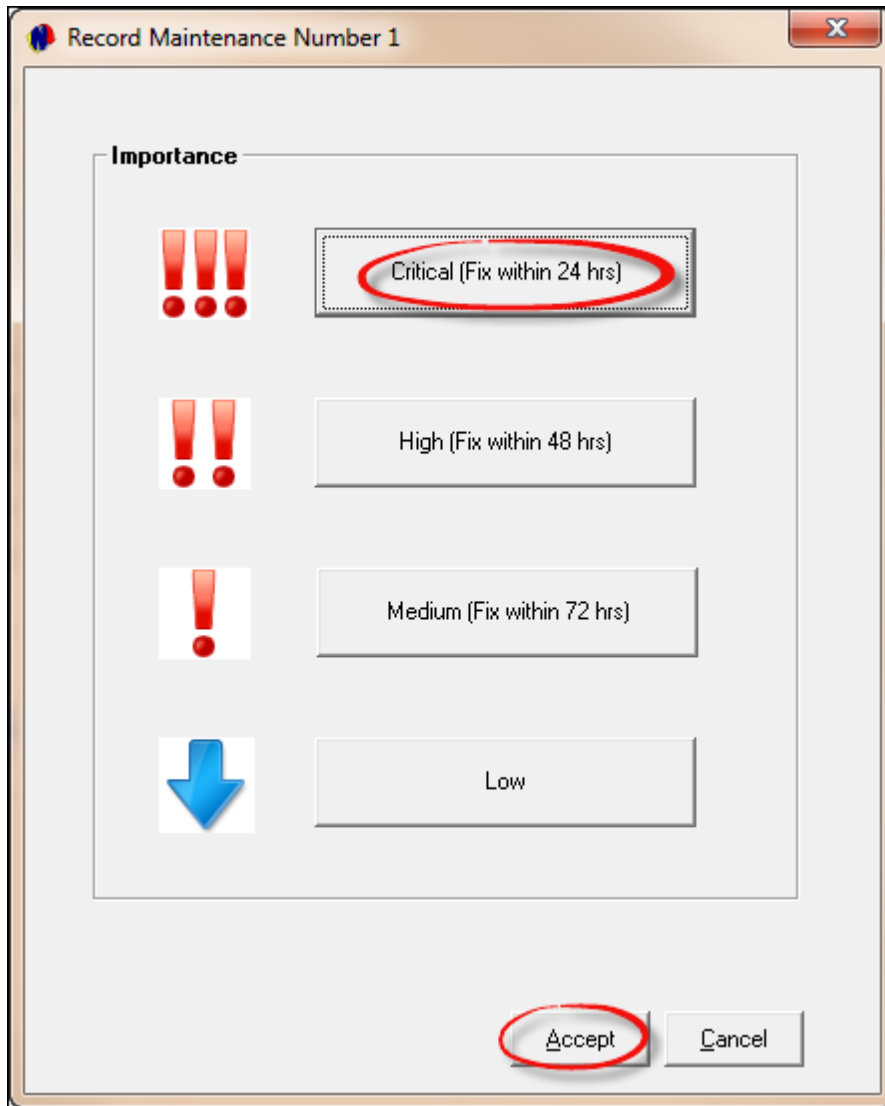
Close

Edit Damage Delete Damage Change Billable Booking Send Maintenance Notifications Send Works Order Notifications

- We will record maintenance on the roof, therefore the category for maintenance will be "**Structural**". Click "**Accept**"



- Click on the Importance Level for the maintenance, and click "**Accept**"



- Select the "**Method of Billing**"
- Direct Method (Select if the work will be done by "Internal" personnel, and no quotes are needed)
 - Works Order Method (Awaiting 5 quotes by "External" Service Providers for the repairs)
- Select the "**Maintenance Item**" by clicking on the magnifying glass and double click on the item to select it (In this case for the demo - the roof). Creating the Maintenance Items are done in "**Edit - Maintenance Item**"
- Enter the "**Maintenance Type**". (In this case for the demo - "**Repaired**"). Creating the Maintenance Type is done in "**Edit - Maintenance Type**"
- Select the "**Applicable Rate**". (In this case MAI001 - Maintenance)
- Enter the "**Location**" by clicking on the magnifying glass and double click on the "**Location**" to select it (Setup done in "**Edit - Maintenance - Location**")
- "Location 1" can refer to - in the case of a block of flats - First Floor, Number 7
 - "Location 2" could be Air-con: Serial number 222555888

- Select the "**Amount**" for the maintenance (This will be the amount quoted by the contractor doing the maintenance, when the quote is accepted). In the "**Detailed Description**" field, enter what needs to be done (For Example: Loose Tiles must be fixed; broken tiles replaced, and the area must be sealed to prevent a leak when it rains)

Record Maintenance Number 1

Reservation Number 98
Tenant Button, Steve
Property Code SAMS0001
Property Description 11 Sampson Street

Method of Billing
☐ Direct Method **1** ☒ Works Order Method

Maintenance Item* **2**

Maintenance Type* **3**

Applicable Rate* **4**

Location 1: **5**

Location 2:

Amount

Date Recorded

Detailed Description* **6**

To Be Billed

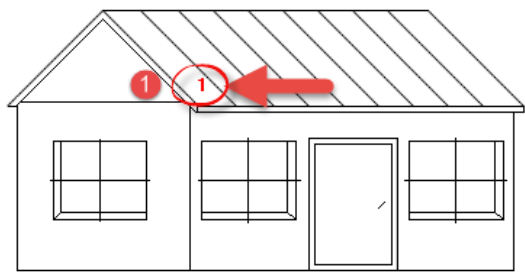
7

- "To be Billed" will be inaccessible if you have chosen "Work Order Method"
- Click "Accept". On the Roof you can see a number - that number represents the maintenance in numeric form done on the property
- The color for "Maintenance Details" are the same as the "Recorded Maintenance" Tab
- Now select "Work Order Document"

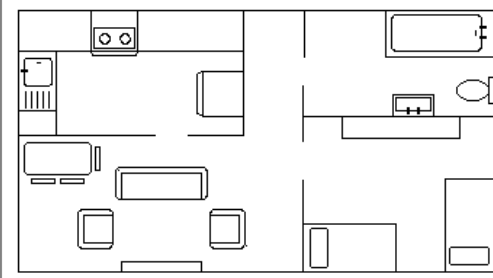
Record Property Maintenance

Maintenance Description
 Property : SAMS0001 - 11 Sampson Street
 Tenant : BUT001 - Button, Steve

Outside



Inside



2 Recorded Maintenance Works Order Created Repaired Maintenance Repaired and Billed

No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Location
3 1	2014/09/08	Button, Steve	98	Roof	Repair	Structural	Critical	Resider

View Options
☒ All
☐ Recorded
☐ Works Order
☐ Repaired
☐ Repaired and Billed

Snag List & Maintenance

4 Work Order Document

Edit Damage Delete Damage Change Billable Booking Send Maintenance Notifications Send Works Order Notifications Close

- Click on the magnifying glass to select the **"Supplier Code"** (The contractor that will do the maintenance). The **"Due Date"** will automatically be inserted, since we have selected the **"Importance"** tab to **"Fix within 24 hours"**
- Enter the **"Quoted amount for repairs"**, and click on **"Record Work Order"**

Record Maintenance Work Order

Property Code : SAMS0001
Description : 11 Sampson Street

Supplier Code (1)

☒ One by one ☐ Multiple Due Date:

No	Maintenance Part	Type of Maintenance	W/O Type	Category	Importance	Loc
1	Roof	Repair	Maintenance	Structural	Critical	Res
★						

Quoted Amount For Repairs* (2) (3)

Works Orders Details:

All WO (0) Active WO (0) Historic WO (0)

Date	WO Num	Supplier	Cost Total	WO Type	Supplier Inv No.	PN Num	Ren

Total Costs on all Work Orders:

- See how the "Work Order" has been processed and is now "Active". Click "Close" to exit this window.

Record Maintenance Work Order

Property Code : SAMS0001
Description : 11 Sampson Street

Supplier Code

☒ One by one ☐ Multiple Due Date: 2014/09/09

No	Maintenance Part	Type of Maintenance	WO Type	Category	Importance	Loc

Edit Selected Damage

Quoted Amount For Repairs* **2**

Works Orders Details:

All WO (1) **1** Active WO (1) Historic WO (0)

Date	WO Num	Supplier	Cost Total	WO Type	Supplier Inv No.	PN Num	Ren
2014/09/08	1	JAK001	6000.00	Maintenance	←		

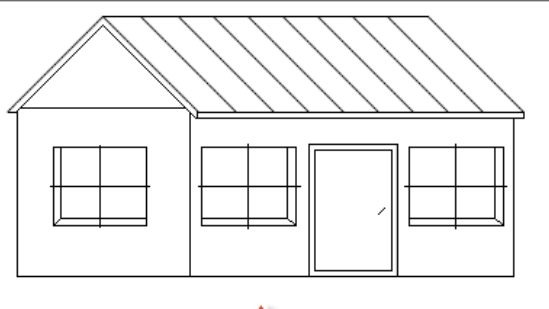
Total Costs on all Work Orders:

- Notice how the color of the maintenance has changed to the color of the **"Works Order Created"** Tab. Click on **"Send Work Order Notifications"** to alert the **"Building Manager"** of the **"Work Order"**
- When all maintenance to be done are created, click on **"Close"**

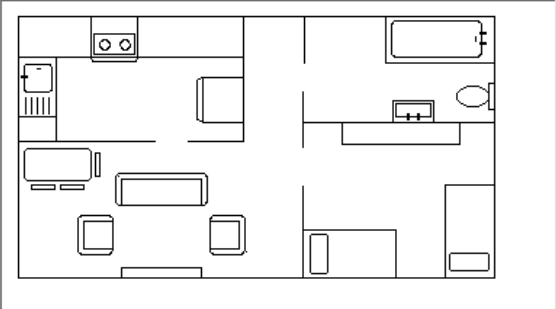
Record Property Maintenance

Maintenance Description
 Property: SAMS0001 - 11 Sampson Street
 Tenant: BUT001 - Button, Steve

Outside



Inside



Recorded Maintenance Works Order Created Repaired Maintenance Repaired and Billed

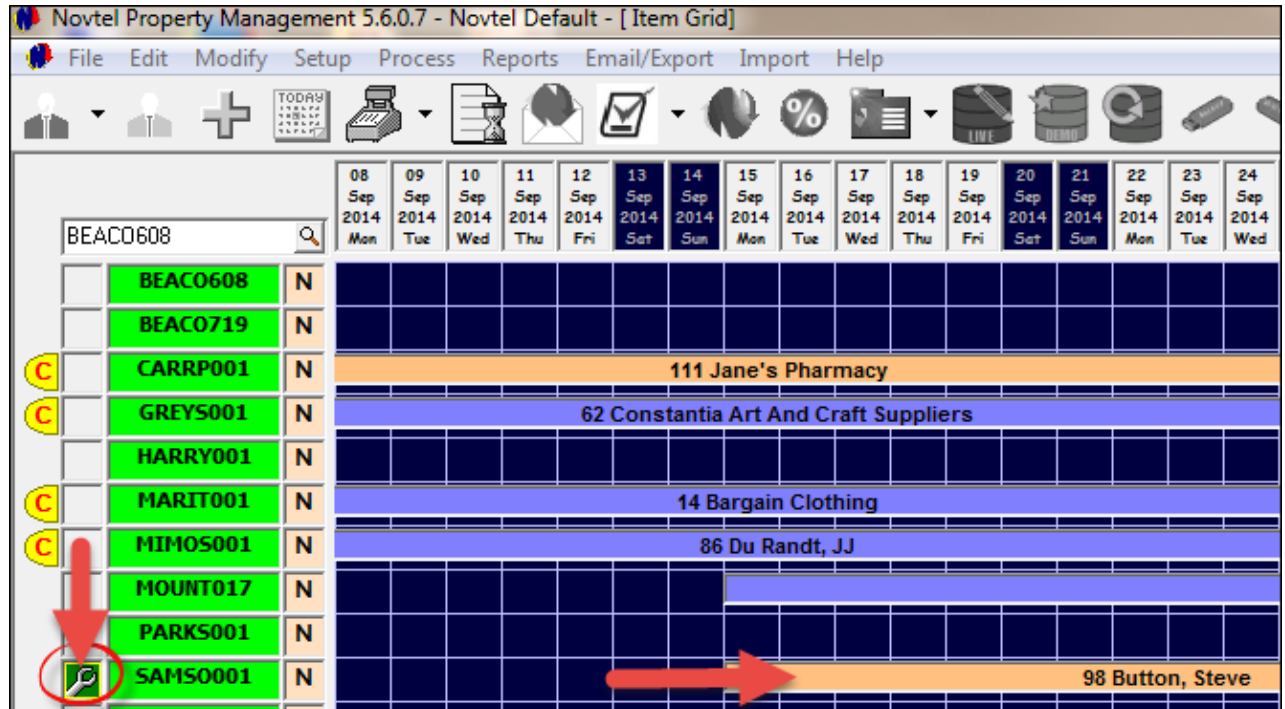
No	Date	Tenant	Reservation	Maintenance Item	Maintenance Type	Category	Importance	Location
1	2014/09/08	Button, Steve	98	Roof	Repair	Structural	Critical	Resider

View Options
☒ All
☐ Recorded
☐ Works Order
☐ Repaired
☐ Repaired and Billed

Snag List & Maintenance
 Work Order Document

Edit Damage Delete Damage Change Billable Booking Send Maintenance Notifications Send Works Order Notifications Close

- When you return to the Grid and the system has been "**Refreshed**", you will notice a green "**Spanner**" in front of the property where maintenance has been recorded. It will stay green as long as it falls within the allowed 24 hours allocated for the job to be done. As soon as the 24 hours expire and maintenance has not been finalized, the "**Spanner**" will turn red



15 Step 13 - Reports

There are 81 "**Reports**" in total in Novtel Property Management. Please have a look in the main menu under "**Reports**" for the full spectrum of options. Due to the vast variety of reports, we will only show you a few:

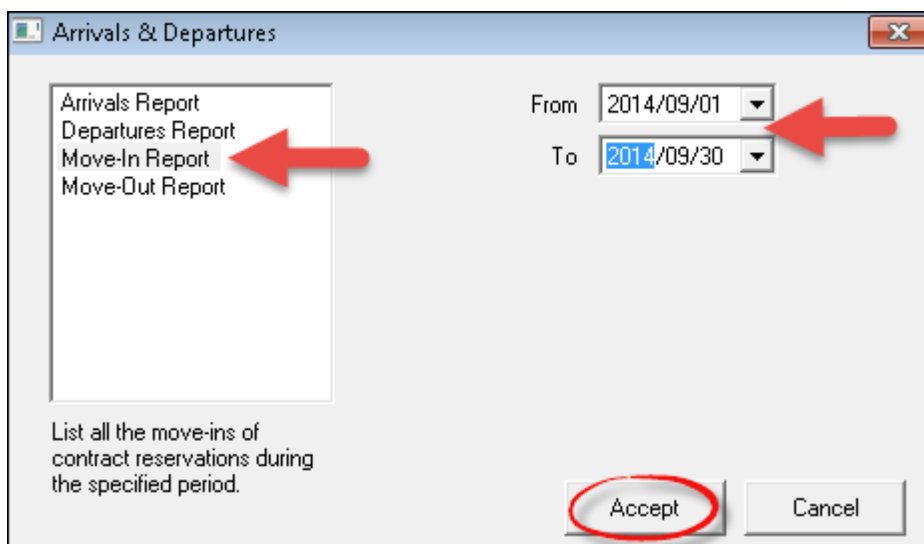
➤ Arrivals and Departures

There are different options to choose from in this main screen:

- Arrivals Report
- Departures Report
- Move-In Report
- Move Out Report

We will use the "**Move-In Report**" option to demonstrate how all four of them basically works:

- Select the dates for the report to be viewed - in this case we have selected the month of September
- Click "**Accept**" to display the report in a HTML Format
- If you need to print the report, click on "**File - Print**"



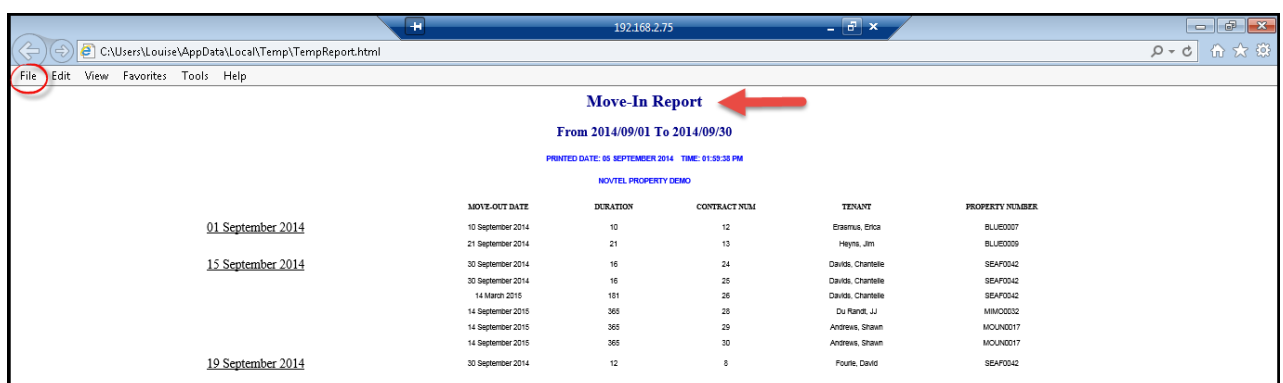
Arrivals & Departures

Arrivals Report
Departures Report
Move-In Report
Move-Out Report

From: 2014/09/01
To: 2014/09/30

List all the move-ins of contract reservations during the specified period.

Accept Cancel



Move-In Report

From 2014/09/01 To 2014/09/30

PRINTED DATE: 05 SEPTEMBER 2014 TIME: 01:30:38 PM

NOVTEL PROPERTY DEMO

MOVE-OUT DATE	DURATION	CONTRACT NAME	TENANT	PROPERTY NUMBER
01 September 2014				
10 September 2014	10	12	Erasmus, Erica	BLUE007
21 September 2014	21	13	Heyns, Jim	BLUE009
15 September 2014				
30 September 2014	16	24	David, Chantelle	SEAF042
30 September 2014	16	25	David, Chantelle	SEAF042
14 March 2015	181	26	David, Chantelle	SEAF042
14 September 2015	365	28	Du Randt, JJ	MIMO0032
14 September 2015	365	29	Andrew, Shawn	MOUN0017
14 September 2015	365	30	Andrew, Shawn	MOUN0017
19 September 2014				
30 September 2014	12	8	Fourie, David	SEAF042


➤ Utilization Report

This report will show percentage wise, how well the properties are utilized for the date range selected

- In the "Properties" field, select "All Properties"
- Click "Accept"
- To print the report, click on "File - Print"

Utilization Report

From: 2014/09/01 to: 2014/09/30
 08:00:00 AM 08:00:00 AM

☒ Properties 
 All Properties ☒
 Selected ☐

☐ Categories
 All Categories ☒
 Selected ☐

Code	Description
<input checked="" type="checkbox"/> BEAC...	Beacon Island Holiday Flats Nr 608
<input checked="" type="checkbox"/> BEAC...	Beacon Island Holiday Flats Nr 719
<input checked="" type="checkbox"/> CARR...	Carr Place, Shop 7
<input checked="" type="checkbox"/> GREY...	44 Grey Street
<input checked="" type="checkbox"/> HAR...	Harry Circle
<input checked="" type="checkbox"/> MARI...	Maritz Building, Shop 4
<input checked="" type="checkbox"/> MIMO...	32 Mimosa Ave
<input checked="" type="checkbox"/> MOU...	Mountain Road 17

Accept Cancel

Utilization Report

From 2014/09/01 To 2014/09/30 (29 Days)

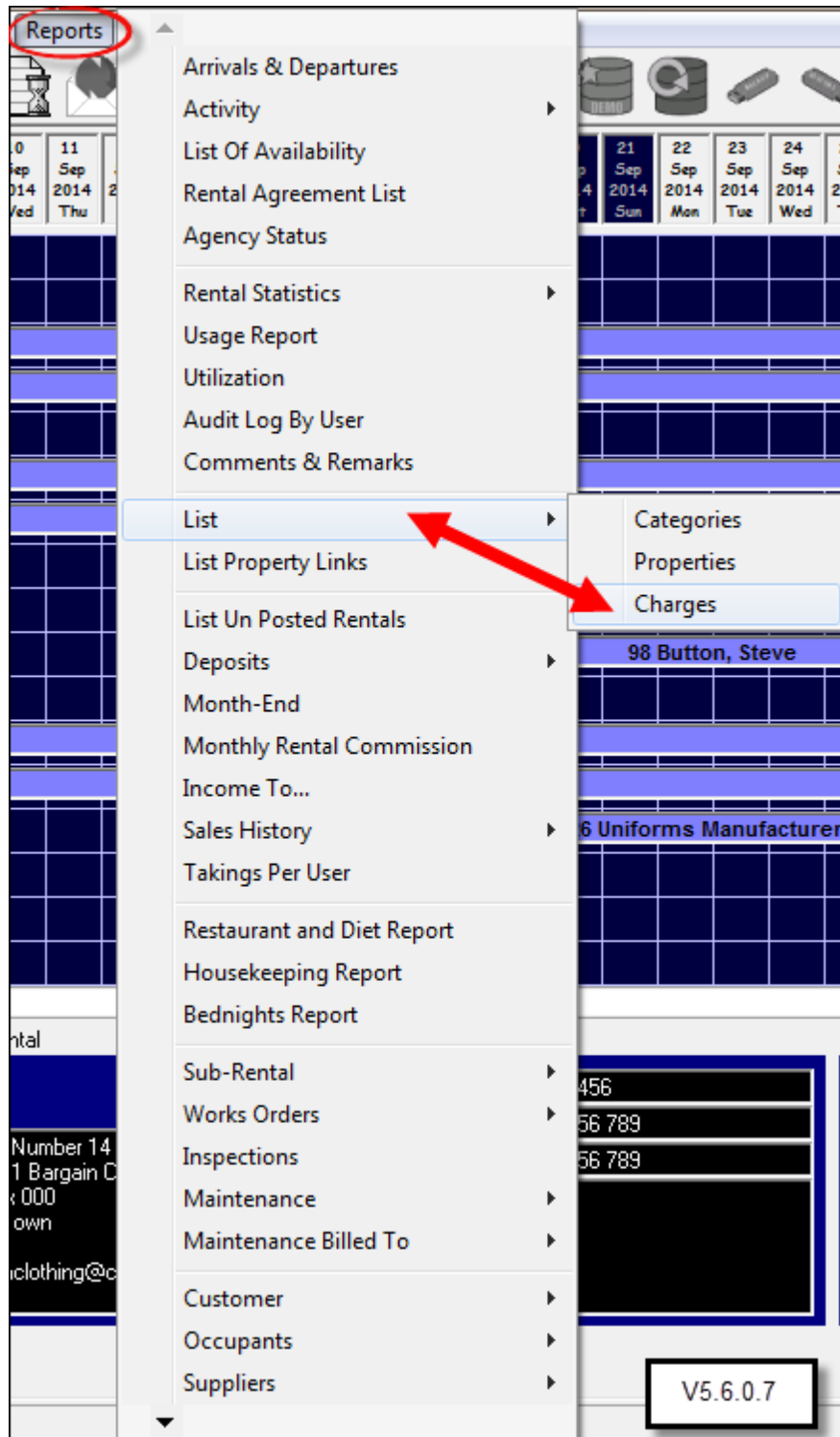
PRINTED DATE: 05 SEPTEMBER 2014 TIME: 02:39:47 PM

NOVTEL PROPERTY

PROPERTY CODE	PROPERTY DESCRIPTION	DURATION	UTILIZATION PERCENTAGE
BEACO08	Beacon Island Holiday Flats Nr 608	0	0.00 %
BEACO19	Beacon Island Holiday Flats Nr 719	0	0.00 %
CARRP001	Carr Place, Shop 7	29	100.00 %
GREYS001	44 Grey Street	29	100.00 %
HARRY001	Harry Circle	0	0.00 %
MARIT001	Maritz Building, Shop 4	29	100.00 %
MIMOS001	32 Mimosa Ave	29	100.00 %
MOUNT017	Mountain Road 17	15	51.72 %
PARKS001	43 Park Street	0	0.00 %
SAMSO001	11 Sampson Street	15	51.72 %
SEAFR002	42 Seafront Drive	0	0.00 %
SEAFR000	40 Seafront Drive	29	100.00 %
SHOP022	Shop 22 Marula Street	29	100.00 %
SUNSE001	55 Sunset Crescent, Unit 3	15	51.72 %
SUNSE002	55 Sunset Crescent, Unit 4	0	0.00 %
THEBL001	The Blue Dolphin Holiday Flats 7	0	0.00 %
THEHO001	The Hope Industrial Complex 2	0	0.00 %


➤ List Charges

- In order to list the company's charges on one report, click on "**Reports - List - Charges**"
- Either select "**All Charges**" to display every charge created, or "**Selected Charges**". When you choose the latter option, select the specific charges to be viewed, by ticking the check-boxes next to it, and click "**Accept**"



List Charges

Display On Report

☒ All Charges 

☐ Selected Charges

☐ Show User Defined Fields

Code	Description
<input type="checkbox"/> ADM001	Admin
<input type="checkbox"/> CLE001	Cleaning Before Occupancy
<input type="checkbox"/> CLE002	Cleaning After Occupancy
<input type="checkbox"/> COM001	Commission
<input type="checkbox"/> CON001	Contract Fee
<input type="checkbox"/> DAM001	Damage
<input type="checkbox"/> DST001	DSTV per Month

Accept **Cancel**

List Charges

PRINTED DATE: 08 September 2014 TIME: 08:16:42 AM

NOVEL PROPERTY

CODE	DESCRIPTION	RATE	ALLOW TAX
ADM001	Admin	150.00	YES
CLE001	Cleaning Before Occupancy	150.00	YES
CLE002	Cleaning After Occupancy	150.00	YES
COM001	Commission	0.00	YES
CON001	Contract Fee	600.00	YES
DAM001	Damage	0.00	YES
DST001	DSTV per Month	600.00	YES
DST002	DSTV per Day	50.00	YES
LOW001	Low Season	400.00	YES
MID001	Mid Season	600.00	YES
MUN001	Municipal Charges	500.00	YES
TEST01	test season	200.00	YES

NUMBER OF CHARGES : 12

➤ Contract Income to Report

In order to print an "Income Projection" Report, click on "Reports - Income To..."

- Select the dates for the Report, and then the "Sort Order" (Either "Rental Number" or "Status")
- Now, click either "Select All" or "Select Specified" (This refers to the statuses of the bookings to be viewed - tick the check-box next to the status to be viewed if you chose "Select Specified")
- Click "Accept" to display the report in HTML Format

Income Projection

From: 2014/09/01 To: 2014/09/30

Sort By: Status

☒ Select All ☐ Select Specified

☒ Cancelled
☒ Reserved
☒ Confirmed
☒ Current
☒ Invoiced
☒ Partially Paid
☒ Paid

Accept Cancel

INCOME PROJECTION					
Date and Time Report printed : 2014/09/08 08:48:11 AM					
Report for the period 1 September 2014 to 30 September 2014					
Novtel Property					
Res	Tenant	Arrival Date	Departure Date	Status	Total
2	AND001 - Andrews, Shawn	01/09/2014	30/09/2014	Cancelled	R 4 560.00
14	BAR001 - Bargain Clothing	01/09/2014	30/09/2014	Reserved	R 6 000.00
26	UNI001 - Uniforms Manufacturers	15/09/2014	30/09/2014	Reserved	R 7 000.00
50	VIL001 - Viljoen, Jeff	01/09/2014	30/09/2014	Reserved	R 7 000.00
62	CON001 - Constantia Art And Craft Suppliers	01/09/2014	30/09/2014	Reserved	R 4 500.00
86	DUR001 - Du Randt, JJ	01/09/2014	30/09/2014	Reserved	R 4 500.00
98	BUT001 - Button, Steve	15/09/2014	30/09/2014	Reserved	R 4 560.00
111	JAN001 - Jane's Pharmacy	01/09/2014	30/09/2014	Reserved	R 6 000.00
135	DUV001 - Duvet and Pillow Manufacturers	01/09/2014	30/09/2014	Reserved	R 8 000.00
					R 52 120.00

This concludes the manual for Novtel Property Management Free Version. For more information, please register on Novtel's Forum at <http://www.novtel.com/forum/index.php>



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Our Pastel integrating software include products for:

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- Self-Storage
- Equipment Hire*
- Relations Management*
- Hospitality*
- Contract Management
- Toilet Hire*
- Service Business Rental
- Point of Sale: Retail*
- Point of Sale: Restaurant*
- Workshop Management*
- Gate / Facility Access Control*
- Standard Operating Procedure (SOP) Management*

* Can also be used as stand-alone applications

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